DOCUMENT RESUME

ED 241 016 IR 050 624

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|---|---|
| AUTHOR | Zeidberg, David S. |
| TITLE | Collection Security in ARL Libraries. Kit 100. |
| INSTITUTION | Association of Research Libraries, Washington, D.C. Office of Management Studies. |
| PUB DATE | Jan 84 |
| NOTE | 102p.; Systems and Procedures Exchange Center, Office of Management Studies, Association of Research Libraries, 1527 New Hampshire Ave., NW, Washington, DC 20036 ($15.00 prepaid). |
| PUB TYPE | Collected Works - General (020) -- Viewpoints (120) -- Reports - Research/Technical (143) |
| EDRS PRICE | MF01 Plus Postage. PC Not Available from EDRS. |
| DESCRIPTORS | *Academic Libraries; Administrative Policy; Higher Education; Library Surveys; *Position Papers; Questionnaires; *Research Libraries; *Security Personnel; *Stealing |
| IDENTIFIERS | Book Losses; Book Mutilation; *Library Security |

ABSTRACT

Responses to a one-page questionnaire on library security were received from 89 of 117 Association of Research Libraries (ARL) institutions (76%). The questions, which covered administrative security control, security policies and procedures, permanent identification of library materials, and swift responses to possible theft were derived from a longer questionnaire prepared by the Security Committee of the Rare Books and Manuscripts Section of the Association of College and Research Libraries (ACRL). It was found that 31% of the responding libraries had a security officer, 87% and 33% were marking their general and special collections respectively, 15% had a collection security policy, and most of the policies prescribed what to do about thefts after the fact. This publication contains (1) the two questionnaire forms; (2) security policy and procedure documents from Brown University, New York State Library, Colorado State University, Columbia University, Cornell University, Florida State University, University of Michigan, University of Toronto, McMaster University, and University of Californa, Riverside; and (3) task force reports on library security from Brigham Young University and University of Illinois at Urbana-Champaign. A six-item bibliography, a concise summary of survey results, and an evaluation sheet for this ARL Systems and Procedures Exchange Center (SPEC) kit are also provided. (ESR).

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January 1984, #100

OMS

Systems and Procedures Exchange Center

## COLLECTION SECURITY IN ARL LIBRARIES

ISSN 0160 3574

The security of library collections has many facets, all linked to the physical conservation of the holdings. Conservators focus their attention on stabilizing the library environment and properly handling the materials, balancing current research access with the goal of preserving the collections for future use. Public service departments are concerned with adequate and timely access to collections. Technical service departments try to expedite the processing of materials to meet public needs. Both conservators and bibliographic instruction librarians have found that strong programs in reader and staff instruction on the proper use of the collections go a long way toward reducing losses due to carelessness or ignorant handling of materials.

The most pervasive problem concerning collection security, however, remains the theft of library materials. Most academic libraries now have electronic security systems to deter theft from circulating collections and policies to control access to the rare and valuable materials among their holdings. The fact remains that thefts are on the rise, as reported at a September, 1983, conference on rare book thefts at Oberlin, Ohio. The James Shinn case shows that the problem is not limited to special collections of rare books and manuscripts. Shinn culled the general collections of dozens of academic libraries for important holdings which were not protected in closed stacks or through limiting reader access. Furthermore, Shinn had in his possession at the time of his arrest electronic scanning devices which allowed him to locate the sensitizers in books, remove them, and thus defeat the electronic security systems.

The Shinn case is probably an extreme example since he is a professional thief who pilfered collections for financial gain. Shinn was an outsider, yet the Oberlin conferees concluded that "all but about 25% of incidents [of theft] are estimated to be inside" -- faculty, staff, and students who circumvent circulation systems for their own expediency in using materials; employees who take items from areas closed to regular patrons, and. probably most distressing of all, library employees who use their knowledge of detection policies and devices to remove materials.

Libraries most concerned about preventing theft and improving collection security find that policies, procedures, and electronic security systems are most beneficial with an alert, informed and trained staff to implement them. And staff need good policies and instruction to be most effective. One of the results from this brief survey is that 14.6% of the 89 responding libraries have written security policies at this time. Apparently little has changed since the SPEC Kit on Theft Detection (#37, October 1977). Academic libraries in general seem to be relying most heavily on their electronic security systems. Although many Special Collections departments have worked to provide substantial policies that include both theft deterrence and prosecution in the event of theft, there is a vast amount of middle ground between the electronic door checks for the general collections and the restrictions of use in a Special Collections reading room. Some areas not addressed in most libraries include: stack access and monitoring; surveying of general collections for material needing protection through restricted access; systematic inventory control; staff training in observation of suspicious behavior; proper procedures for reporting and apprehending thieves; comprehensive marking of collections; the tracking of loss rates; and the overall coordination of security by a designated officer.

*The Systems and Procedures Exchange Center (SPEC) is operated by the Association of Research Libraries, Office of Management Studies, 1527 New Hampshire Avenue, N.W., Washington, D.C. 20036. Telephone (202) 232-8656.*

SURVEY RESULTS. Eight-nine of 117 ARL institutions (76%) responded to a one-page questionnaire on the status of security in ARL libraries. The questions were derived from a longer questionnaire prepared by the Security Committee of the Rare Books and Manuscripts Section of ACRL. Copies of both questionnaires are enclosed in the kit, and can serve as checklists for writing a policy.

SUMMARY OF POLICIES SUBMITTED. The questionnaire addressed the essential components of proper library security: administrative control; fully defined policies and procedures; permanent identification of library materials; and swift response to possible thefts. ARL libraries' responses to these issues are mixed, for example most libraries are putting ownership marks in general collection materials, while a lesser number have appointed security officers.

Additional results from SPEC surveys are:

1. 28 of the responding libraries (31.5%) have appointed a security officer.
2. 78 responding libraries (87.5%) are marking their general collections.
3. 29 libraries (32.6%) are marking Special Collections materials.
4. 64 libraries (71.9%) believe they could properly answer an outside call about the status of a library item in the caller's possession; that is, whether the item had been withdrawn legitimately or whether the item was missing from the collections.
5. 13 libraries (14.6%) have a security policy.

Of the policies submitted, two address procedures for limited access/limited circulation collections apart from traditional Special Collections holdings. Two other policies take into account the above aspects and go further toward an integrated policy of prevention. Most of the policies also provide steps for disciplinary procedures and assume that most thefts are committed by members of the academic community. Since most student thefts can be attributed to the pressure to complete assignments rather than for profit, many policies are designed in part to coordinate library recourse with the university's student judicial procedures. However, many policies state that thefts by university employees, including library staff, or by outsiders should be turned over to appropriate law enforcement organizations. One policy states that "in cases of theft or mutilation of library materials, individuals will be charged with violation of applicable local, state or federal laws . . . ." Another quotes a state law: ". . . concealment is intent to steal." Libraries should consult with their institutional counsel about adopting such policies. (For a model law, see Walch, Timothy. Archives and Manuscripts: Security. SAA Basic Manual Series).

TRENDS AND ISSUES. Based on the recent SPEC survey, few libraries have collection security policies and of the ones that do, most prescribe what to do about thefts after the fact. While it is important to have adequate policies and procedures for this aspect of security, especially in liaison with law enforcement officials, another key to proper library security is adequate preventive measures. The best policies are those that take a comprehensive approach and are prescriptive about prevention, detection, and prosecution of thefts. So far, most of the published material on the subject focuses on special collections areas, but libraries can adapt appropriate policies and guidelines from these works and from the policies in this kit to improve the security of their collections as a whole.

SPEC Kit #100 on Collection Security (January, 1984, 94 pages) contains two questionnaire forms, 10 policy and procedures documents, and two task force reports, plus a selective bibliography. SPEC kits are available mainly by subscription from: SPEC Center, Office of Management Studies, ARL, 1527 New Hampshire Ave., N.W., Washington, D.C. 20036. Individual kits are available for $15.00 prepaid. Outside the U.S. and Canada, add $5.00 per order to the prepayment for parcel post shipping. (ARL library members receive kits for $7.50).

This kit/flyer was prepared as part of the OMS Collaborative Research-Writing Program by David S. Zeidberg, Curator of Special Collections, George Washington University.

# USES OF SPEC KITS

The Systems and Procedures Exchange Center (SPEC) is a clearinghouse operated by the Association of Research Libraries, Office of Management Studies that provides a central source of timely information and materials on the management and operations of large academic and research libraries. It facilitates the exchange of knowledge and documents through SPEC Kits, which are distributed ten times each year to ARL members and other interested libraries. The Kits include topically-arranged groupings of unedited primary source documents – selected for their value to administrators and decision-makers – that illustrate a wide range of alternative approaches to specfic issues.

Kit documents come from general membership surveys and from selected libraries contacted directly by SPEC, and most Kits are produced within six months of surveys. The documents' value comes from their variety of ideas, methods, and solutions. They are not viewed as finished products, but rather as points of departure for a library's planning efforts and as stimulants to innovative approaches to problem-solving. As such, Kits do not present answers or prescriptions for any one library; instead they illustrate how selected ARL members are planning for or dealing with particular issues. The worth of any one Kit to a particular library will depend upon the specific topic covered and the library's stage of development in that area.

Materials are selected according to the following criteria:

- Presents an approach of potential value to administrators and decision-makers
- Timely, and dealing directly with the topic under consideration
- Probability of application of ideas or thinking to other library situations
- Illustrative of actual practice, rather than theoretical
- Understandable, readable communication

All together, the materials should provide a range of alternative approaches that complement each other, provide variety, and stimulate comparison and contrast.

Libraries can take advantage of the Kit compilations in a number of ways. Administrators can evaluate the assumptions, methods, and results of other libraries' approaches; compare and contrast them; and use the learnings in their own situations. Library staff members can use the kits as professional development and current awareness tools. Committees and task forces can use them to begin a review of current practices. And the Kits can identify other persons or places to contact for further information. Back-up files in the SPEC office also are available for loan to member libraries. In addition, SPEC will conduct on-demand surveys or analyses geared specifically for a single library.

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# EVALUATION

Kit Title/Number _____

1. Which uses did the library make of this Kit?

2. Please indicate how useful the Kit was for these purposes.

☐ Very Useful ☐ Quite Useful ☐ Somewhat Useful ☐ Not Useful

3. Do you have suggestions for this Kit or for future Kits?

(optional)

NAME _____

LIBRARY _____

PHONE _____

Please return this form to the SPEC Center, OMS/ARL, 1527 New Hampshire Ave., N.W., Washington, DC 20036.



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ISSN 0160 3582

# COLLECTION SECURITY IN ARL LIBRARIES

SPEC KIT #100

JANUARY 1984

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ACRL Manuscripts and Rare Books Section Security Committee

# SECURITY QUESTIONNAIRE

## I. POLICIES AND PROCEDURES

A. Is there a distinction in your library between book security and building security?

B. Does your library have written security policies?

Are they modeled after the RBMS Guidelines (cf. C & R L News, 3:82)?

If not specifically modeled after the RBMS Guidelines, are your library's guidelines compatible with them? Please comment on areas of disagreement.

If you have a written policy, please send a copy along with this questionnaire.

C. Does your library track its loss rate and what patterns are revealed?

D. If a bookseller or other party called the library to ask if a particular item in their possession was missing or stolen from your collection, would the switchboard be able to tell the caller whom to contact?

## II. SECURITY OFFICER

A. Do you distinguish the title "Security Officer" from "Security Guard" in addressing security issues in your library?

B. Has your library appointed or designated a Security Officer under provision II of the RBMS Guidelines?

If so, please give the name of the Security Officer _____

Library title _____

C. If you have appointed a Security Officer, has that person been vested with the authority to implement a program as described in sections II and III of the RBMS Guidelines?

D. If your library has not appointed a Security Officer, do you intend to do so or do you have alternative arrangements which you consider satisfactory.

E. Has this questionnaire prompted your library to consider the appointment of a Security Officer?

## III. MARKING OF SPECIAL COLLECTIONS MATERIALS

A. Is your library marking Special Collections materials?

If so, are you following the RBMS Guidelines for Marking?

If you are marking in a different manner, please comment on those RBMS guidelines you find incompatible with your needs.

B. If you are marking by stamping or embossing, please send a copy of the mark and indicate, in the case of stamping, what type of ink and pad you are using.

IV. SECURITY OF NON-RARE COLLECTIONS

A. Although the security committee and the guidelines it has developed are under the auspices of the ACRL/RBMS, we would also like to know about security measures your are taking for other research materials in your library, not necessarily circulating collections, but specifically not rare.

B. How does your marking of these materials differ from the marking of rare materials.

NAME OF RESPONDENT_____ PHONE_____

LIBRARY UNIVERSITY_____

# OFFICE OF MANAGEMENT STUDIES

ASSOCIATION OF RESEARCH LIBRARIES 1527 New Hampshire Avenue, N.W., Washington, D.C. 20036 • (202) 232-8656

October 15, 1983

TO: SPEC LIAISONS

FROM: SPEC CENTER

RE: CALL FOR DOCUMENTS ON COLLECTION SECURITY

Librarians at a recent conference on rare book theft at Oberlin College were told that library thefts have reached "epidemic proportions" (The Chronicle of Higher Education, 9/28/83). The widely publicized case of James Shinn shows that the problem is not limited, however, to rare book rooms or manuscript repositories but touches all library collections.

One group, the Security Committee of the ACRL Rare Books and Manuscripts Section, has been addressing this problem and has published "Guidelines for the Security of Rare Book, Manuscript, and Other Special Collections" (C&RL News, March, 1982). In discussions with them, it is their belief and ours that information about dealing with the problem of theft needs wider dissemination. Our previous SPECkit 37: "Theft Detection and Prevention" focused on electronic security systems, with a small section devoted to security procedures. This study will address the personnel and collection sides of the security issue--who manages and implements the security policies and what steps have ARL libraries taken to identify and protect their collections.

We would appreciate your sending us a copy of your security policy for your library along with your answers to the following questions:

1. Has your library appointed or designated a Security Officer (as distinguished from a Security Guard)?
   Yes____ No_____

2. Is your library marking materials in a way that would clearly and permanently identify their ownership?
   Yes_____ No_____

3. Does your marking policy apply to Special Collections materials?
   Yes_____ No_____

4. If a bookseller or other party called your library to ask if a particular item in his possession was missing or stolen from your collection, would your switchboard be able to tell the caller whom to contact?
   Yes_____ No_____

Check one:

_____ We are enclosing a copy of our policy.

_____ Our library does not have a written security policy at this time.

PLEASE RETURN THIS QUESTIONNAIRE TO OMS, 1527 NEW HAMPSHIRE AVE., N.W., BY NOVEMBER 15, 1983. WE GREATLY APPRECIATE YOUR HELP WITH THIS SURVEY, AND WILL BE PUBLISHING THE SPEC KIT IN JANUARY 1984.

# POLICY ON SECURITY

A. Guidelines for Library Staff Response to Patrons Caught by the Security System

1. When the alarm goes off, the guard on duty should immediately ask the individual concerned to stop and return to the Circulation Desk. In the infrequent case where the patron refuses to stop, the staff member should not attempt to restrain the individual but should report the incident to Campus Police with a description of the person.

2. As the patron returns to the desk, the staff member should suggest that he/she "may have forgotten to charge something out". The staff member should request the individual to check through his/her belongings (most patrons will cooperate in this, even if reluctantly).

    a. If no library materials are found, the staff member should apologize for the inconvenience, but suggest that the individual might be carrying something other than library material which has triggered the system. No mention should be made of "false alarms," "malfunctioning units," or anything else which would indicate a lack of trust in the efficiency of the system. The person should be requested to pass through the system again.

    On the second attempted exit, there may well be no alarm and the person will depart. If there is a second alarm, the individual should be asked again in a courteous manner about the possible presence of library materials; concealed items or non-library "activating" items may well be surrendered voluntarily at this point. If no library materials are forthcoming, the individual should be allowed to pass the exit. At no time should library staff members attempt to restrain physically, or search, any individual.

    b. If library materials are found, the first responsibility of the library staff member is to retrieve the material, after which the usual charge procedure may take place (if the material is circulating and if the person has a legitimate ID). If the individual was indeed attempting to deliberately remove the material, the simple fact of having been caught may well serve as an effective future deterrent.

3. A record will be kept of individuals caught and types of materials retrieved at the Circulation Desk (form attached).

4. If staff recognize someone who is caught as a repeat offender of the security system they should call the Circulation Supervisor, Assistant Department Head or the Department Head. The supervisor should request a Brown authorized ID from the individual and note the patron's name and social security number. If the individual has no Brown ID of any kind, he/she should be informed of the Library's policy regarding outside readers and asked to leave the premises. The supervisor will explain the security system and

counsel the individual about his/her unacceptable behavior. At this time, the individual will be informed that another offense will be reported to the Dean of Student Life and proceedings before the Lower Board of University Council on Student Affairs (UCSA) will be initiated. It should be made clear that the Library will take no disciplinary action and make no recommendation for discipline, but will simply report what took place.

5. If another incident occurs after a patron has had a discussion with the supervisor or department head, it should be reported as soon as possible to the Assistant University Librarian for Public Services. All incident reports should include: date and time of incident; the name, status, and ID# of the individual involved; the nature of the incident (including the call number and title of the materials taken); the names of the library staff members who witnessed the incident; and the name of the library staff member reporting the incident.

6. Upon receipt of the report, the Assistant University Librarian will notify the Dean of Student Life.

7. As mentioned previously, no library staff member should restrain physically or lay hands upon (search) an individual. If a patron makes a disturbance, confronts staff in a belligerent manner, or does any damage to the materials, the Campus Police should be called immediately at x3322.

SOME GENERAL HINTS FOR DEALING WITH DISTURBED PATRONS

1. Remain calm.

2. Repeat your request if necessary.

3. Do not argue with outrageous statements.

4. Be explicit.

5. Stay in control of the situation; do not allow patron to manipulate you.

6. Avoid humor or personal remarks.

7. Alert other staff members when strange behavior occurs.

8. Be considerate; listen to whole explanation even if you have heard it a thousand times before.

9. Offer a choice of actions or alternatives if you can.

10. Be a team player when confronting a disturbed patron: get help.

11. Give support to another staff member who has had to confront a disturbed patron.

12. Never try to restrain or detain a patron forcefully. Do not touch a disturbed patron.

5

--adapted from "Twelve Commandments" by Marrianne Steinberg, social worker at the Crisis Center, San Francisco's Tenderloin.

## SECURITY REPORT FORM

| DATE/TIME | PATRON NAME | STATUS | ID# | INCIDENT (INCLUDE CALL #, TYPE OF MATERIAL | NAMES OF LIBRARY STAFF WHO WITNESS & REPORT INCIDENT |
|---|---|---|---|---|---|
| | | | | | |

9

13

14

University of California,
Riverside

RIVERSIDE GENERAL LIBRARY
RIVERSIDE, CALIFORNIA 9250

September 9, 1982

TO: Joan Chambers

FROM: Doris Weingart Doris Weingart

RE: Security System Procedures

The Tattle Tape security system has been in place now for almost a year. Many of the fears we had initially about the system's ability to protect the collection have been dispelled as we have watched it in action. The growing number of treated books and the increasing proportion of checked-in books already treated also do much to increase our confidence level in the system. (Roughly 45% of check-ins at this point are stripped, and this number will continue to increase.)

Our low key response to alarm-generating incidents has won us many friends and smoothed over an occasional tense moment. Most alarm incidents are still caused by our error to completely desensitize all of a patron's checkouts. There have been a few incidents, however, which may have been attempts at theft and there was, of course, the one obvious theft attempt trapped by the system in General Library.

The questionable alarm incidents and the blatant theft attempts have caused us some concern. We have, therefore, devised a set of procedures to guide us in handling incidents and are now forwarding them to you for your review. The major departures from current practice contained in these guidelines are:

1. the use of a form on which to record any incident in which the staff member may have reason to doubt the good faith effort of the patron to check out all material. We do not believe the form will be used frequently. It will be used primarily as a means of encouraging risk takers and forgetful patrons to be certain all their material is checked out. (The form is based on one in use at Cal State San Bernardino.)

2. specific procedures to follow in obvious cases of theft or attempted theft.

The procedures we have developed offer us a range of options to select from in dealing with security system incidents. We believe that use of the security log form and campus police when necessary will close up some gaps in our security setup. Still under discussion is different wording for the exit signs to remind patrons to make certain all materials are checked out. We will work with the Sign Task Force in developing appropriate wording for these signs.

DW/mj

cc: Circulation Task Force

RIVERSIDE GENERAL LIBRARY
RIVERSIDE, CALIFORNIA 92507

# BOOK SECURITY ALARM PROCEDURES

The book security system safeguards the library collection by sounding an alarm (and locking the gate in General Library) when patrons try to pass through the exit with material not properly checked out. Records indicate that in a high percentage of cases the alarm sounds due to innocent error.

Staff must respond to the alarm promptly and determine its cause in a cordial, courteous, but factual manner. Staff attitude will be non-accusative even though it may seem obvious that a theft was in progress. This attitude will be reflected in the careful choice of words used to discuss the incident with the patron. For instance, we would say: "This item is not checked out," rather than "This item, hidden in this newspaper, is not checked out."

The following procedures have been developed to provide guidelines in responding to the severity of the situation.

I. Examples of an innocent mistake:

A. Book stamped with a current due date, but not desensitized.

B. ILL book not desensitized.

C. Withdrawn material not desensitized.

SOLUTION: Desensitize the material and apologize if it is our error.

II. Examples of an error which <u>may</u> be unintentional:

A. Patron checks most books out, but not all.

B. Material which is not checked out is in open view.

SOLUTION:

1. Employee will fill in "Book Security Log" form which will be shared with other libraries. (Sample form is attached.)

   a. Information on form will be factual and non-accusative.

   b. Information will include exact location of material which activated alarm.

   c. If unable to obtain patron's name, include a brief description of the patron.

   d. Book Security Log form will be filed in patron name order.

NOTE: A patron will be contacted by a Circulation unit head to determine cause of the problem if patron's name is logged more than twice.

III. Examples of situations in which the patron is obviously attempting to steal the material:

A. Library material has been removed from its binding and activates alarm.

B. Library material is not visible because it is: tucked in belt, under shirt, in sleeve or garment, or in briefcase, etc.

C. Patron crashes gate or refuses to return to the Circulation Desk after alarm sounds.

D. Patron refuses to cooperate.

SOLUTION: Under no circumstances should the staff member do or say anything that might endanger their safety. Instead:

1. Notify campus police. Staff member will use judgment in deciding whether to ask patron to wait for police to come. Under no circumstances will staff member take any action to jeopardize his/her safety or safety of others.

2. Employee will fill in a "Book Security Log" which will be shared with Library Administration and the other libraries for consideration of additional action to take.

## Book Security Log

_____Student _____Staff _____Faculty _____Other

Patron's Name:

Date and time of incident:

Author(s) Title(s) Call Number(s) of non-charged materials

Employee's brief description of the incident. (Include information on exact location of material which activated alarm. Was it in plain view or concealed?)

Comments -(patrons and/or staff):

Did the patron request to have the material charged out after the incident?_____

Has this patron been stopped by the security system before?_____

Employee signature_____

7-1-82

DRAFT

# POLICY ON SELECTION, ACCESS, AND CIRCULATION OF MATERIALS IN THE CAGE

## Purpose and Background:

Experience in replacing mutilated and missing books has shown that there are materials throughout the entire collection that, because of their attractive plates or illustrations, subject matter, or other qualities, are especially vulnerable to theft or mutilation. Some of these materials require special protection in order to preserve them and keep them available to patrons for as long a time as possible. This is the purpose of the Cage. There are a number of other special locations in the library which provide various levels of security. These will be discussed cussed below in relation to the Cage.

The aim of this policy is to establish an equitable balance between patrons' needs for access to materials and the requirements for security for special types of materials. This is consonant with practices on other UC campuses where similar protection is provided for various types of vulnerable materials. The policy will assist in carrying out the library's mission of collecting, preserving, and protecting materials which support teaching and research at UCR and in providing access to patrons. At the same time it will help curtail mutilation of especially vulnerable materials by making them accessible in a protected and controlled environment.

The Cage was originally designed and constructed to prevent both theft and mutilation of art and photography materials and the folios by means of controlled use and limited access. The new Cage policy, while maintaining a level of protection similar to that which currently exists, offers pro-

tective security to vulnerable materials within the General Library's collection, regardless of the class number, with broadened access and circulation. The selection criteria for determining these materials are outlined later in this document under Criteria for Selection.

Levels of Security:

Levels of security in the General Library:

1. The Stacks--Most materials in the General Library are located in the stacks. Materials in the stacks are browsable by all patrons and circulate freely. A few exceptions include some materials in Educational Services, Government Publications Department, and Serials Public Services which are not in the open stacks but are made available to all patrons on request. Protection from theft is provided by the electronic security system.
2. The Reserve Book Room--This is primarily a changing collection of course-related materials located on browsable stacks in the Reserve Book Room. Circulation is controlled and of limited duration. Most of the material is normally housed in the open stacks of the library when not required reading for a particular course. The books on reserve are generally in high demand. Materials selected for the collection either are purchased for Reserve or are transferred to Reserve at the request of a faculty member. Added copies of high use titles (those which are repeatedly placed on reserve) are often purchased for the stacks.
3. The Cage--This will be a collection with controlled access and circulation under the supervision of the Reserve Book Room staff. Access to the collection will be extended to patrons with a valid

UC borrower's card. The purpose of the collection is to protect highly vulnerable materials in the social and behavioral sciences and humanities which are not appropriate for Special Collections.

4. Special Collections--This is essentially a closed stack, non-browsable, and non-circulating collection under constant observation. It contains rare, often fragile, exceptionally valuable, and nearly irreplaceable materials. Titles selected for Special Collections often build on strengths of the libraries' collections in the humanities, social sciences, and sciences. Although one of the purposes of this collection is to provide security, it is not designed solely for this purpose. For more detailed information on this collection, see the "Collection Development Guidelines for Special Collections."

The Bio-Agricultural library also has various levels of security which correspond very closely with the above: 1) the Stacks, 2) Course Related Reserve, 3) Permanent Reserve, 4) the Locked Case. The Physical Sciences Library also has : 1) the Stacks, 2) Course Related Reserve, 3) Permanent Reserve (street maps), 4) the Locked Case. Circulation is permitted for materials in all of these locations.

Identification of Materials to be Housed in the Cage:

In applying the criteria listed below we are operating on two assumptions: 1) that some books will be mutilated, and 2) that good library practice requires that we protect certain titles. It should be emphasized that censorship is not intended by these guidelines but the reverse: namely, preservation and future availability.

Selection of materials which require the protection of the Cage is an option to be considered in only unusual circumstances. If another existing location in the General Library can better accommodate a book it will not be placed in the Cage.

Criteria for Selection:

The following criteria are offered only as guidelines. The list does not and cannot cover all possibilities. No rules-of-thumb can be devised to take the place of personal knowledge, intelligence, and discrimination. In all instances the selectors will use their best judgment and discretion in deciding which materials will be placed in the Cage. The questions to be answered when selecting materials for the Cage are:

1. Target for Mutilation or Theft--Is the book a likely target for theft or mutilation? Has it been stolen or mutilated in the past, or is it similar to works that have a history of abuse?

2. Importance of the Work within our Collection--Would its theft or mutilation have a serious effect on the collection? (Taking into consideration, for example, maintaining the integrity of books in sets, the availability of illustrations or photographs in other works in the collection, etc.)

If the answers to questions 1 and 2 are both Yes, then criteria 3-6 should be applied. If one or more of the following apply, then the book is a candidate for the Cage:

3. Replacement cost--Books that cost approximately $100 or more to replace. (This figure should be reviewed periodically).
4. Availability--Books that are out-of-print and difficult to locate in the o.p. market.

5. Format--Works in other than the traditional codex form, e.g., books accompanied by media (phonodisc, microfiche, slides, tape) or by material not securely attached to the page (loose leaves, posters), loose-leaf items in binders, and folio volumes (f and ff).
6. Illustrations--Heavily illustrated books, especially those with attractive color plates or original prints. Consideration should be given to the quality of the illustrations and their importance to the text.

Selection Process

The Collection Development Department will be responsible for selecting materials to be housed in the Cage. Materials for the Cage will be identified in the same manner that books and other materials are now identified for the various locations in the UCR libraries. Selection will be made during the review of approval books; when placing orders for new or o.p. materials; when replacing mutilated or missing books; when reviewing gifts; and in serendipitous discoveries. Anyone may recommend to the Collection Development Department that an item be placed in the Cage. Materials already in other areas of the collection (such as the "asterisk" collection, Special Collections or stacks) will be reassigned as necessary. Similarly, materials may be removed from the Cage to another location as appropriate.

Location information:

All materials in the Cage will have the location designation "CAGE" on spine labels, cataloging records, and circulation records. Call number location guides will identify the meaning of the symbol and the physical location of the Cage.

Physical Access and Circulation:

In order to protect the materials and still provide the best possible access to patrons, the following policies for browsing and circulation have been established.

1. Physical Access: Patrons with a valid UC borrower's card will be permitted to enter and browse among the materials in the Cage. These patrons will be required to show their card and sign in and out on the Cage log located at the Reserve Book Room service desk. Bookbags, briefcases, coats, umbrellas, etc. may not be brought into the Cage. Folders and notebooks will be inspected upon exit.
2. Circulation: All patrons with a valid UC borrower's card shall have circulation privileges in accordance with the established loan periods for each catagory of borrower. Books from the Cage will be charged out at the Reserve Book Room service desk before a patron exits. All Cage materials shall be inspected for mutilation at the time of check-out and check-in. Materials must be returned or renewed at the Reserve Book Room only. Standard library circulation policies and procedures will apply to these materials; i.e. telephone renewals shall not be permitted; all items checked out are subject to recall; and overdue notices and billing procedures will be in accordance with current Library rules and regulations.

Exceptions to the above access and circulation policies will be permitted at the discretion of the Head of Circulation or a designate.

UCR faculty, lecturers, and graduate students may use Cage materials in the Reserve Conference Room without charging them out. Materials may be left in the conference room for 24 hours with a note requesting that they not be reshelved.

Interlibrary loan of Cage Materials:

Cage materials may be loaned on interlibrary loan to other UC campuses. Loans to other institutions will be made at the discretion of the Head of Interlibrary Loans or a designate.

# STACK ACCESS

The basement, sixth and eighth floors are not public areas. For reasons of safety and security, the research nature of the collections, and the complex physical arrangement of the stack areas, stack access should be granted only in exceptional cases. Staff should assist patrons in making effective use of subject and other bibliographic tools to define what they need so that specific items can be paged for them.

In cases where the patron must consult a large number of titles in one stack area or long runs of a serial, two options are available:

Option 1: With prior notice, one day if possible, groups of materials can be assembled on book trucks and reserved. Materials may be held on reserve for up to two weeks.

Option 2: With the permission of the Reference Floor Supervisor, a patron with an appropriate need may be admitted to a specific section of the stacks.

a. The patron must present satisfactory identification (a State Agency or Legislative I.D. card, a driver's license, State Library borrower's card) and sign the log at the Reference Supervisor's desk, showing time, date, and location. The Reference Supervisor should verify that the name is legible and agrees with the identification.

b. The patron will be issued a Stack Permit indicating his/her name, date, floor, and Dewey class number of the area to which he/she is being admitted.

c. The patron will also be issued a yellow locator card listing name, time, date, floor, and location. The patron is to be instructed to leave the locator card at the "J" station on 8 or with the receptionist on 6 or on the clipboard just outside the door on S-1. The locator card is intended to help locate patrons in an emergency and should be taken with them when they leave the area. Locator cards and stack passes are to be turned in to the Reference Supervisor by 4:30 each afternoon.

d. The patron should be taken to the Circulation Desk. A Stack Services escort will conduct him/her to the designated area of the Stacks.

e. No passes are to be issued after 4:00 p.m. and all pass holders are to leave the stacks and sign out at the Reference Supervisor's desk by 4:30 p.m.

f. Patrons with "permanent" laminated stack passes must follow all procedures listed above but will not require an escort.

These procedures are designed to provide security for the collections and essential patron safety in case of an emergency.

Doc. #229
3/18/83

STATE LIBRARY ADMINISTRATIVE MEMO #4

April 7, 1980
Revised March 23, 1983

SECURITY

This memorandum provides information on security arrangements and requirements for the protection and preservation of the Library's collections and the safety of persons who work in or use the Library.

These procedures have been established to safeguard the lives and personal property of staff and patrons, and to protect State property. All staff are required to abide by these procedures. A breach of security may result in disciplinary action, including dismissal.

Security is the responsibility of the Principal Librarian for Collection Management/Network Services.

1. Identification Badges. All Library staff members are required to wear I.D. badges when in Library areas on the 6th, 7th, 8th, 11th or basement floors. New employees are issued temporary badges which will be replaced by permanent photo I.D. badges. Supervisors of new employees should request badges through the office of the Principal Librarian for Collection Management, 4-5955.

2. Public and Non-public Areas; Visitors. Non-public areas of the Library include all of the sixth floor, the restricted reference area of the seventh floor, all of the eighth floor, the stack area of the basement, and stack areas of manuscripts/special collections on the 11th floor. A visitor is anyone who has a valid reason to be in a non-public area, such as an appointment to see a specific staff member or an order to service a specific piece of equipment. All visitors must register at the reception desk on the sixth floor, where they will be issued a temporary pass. This pass will show who they are visiting and the floors they are to be on. Individuals who are wearing neither a staff or a visitors I.D. will be considered to be trespassing.

3. Smoking. There is no smoking on Library floors, except in the restrooms, staff lounge and private offices. Smoking may also be permitted during small group use of the sixth floor conference room and the seventh floor orientation room.

4. Eating. The staff lounge has been provided as a place where members of the staff can go during their rest break and lunch periods; there is to be no food, coffee or other liquids in work or public areas of the Library. Groups holding meetings in the seventh floor orientation room may request permission from the Director's office to bring in a coffee pot and light snacks. Coffee and other liquids are not to be carried into the room. Each group will be expected to clean up after use.

5. Personal Valuables. Money or other valuables should not be left unattended at any time. Few desks lock, and those that do provide security only if other staff is present.

Monies may be deposited with the Library for safekeeping overnight, but the Library assumes no responsibility beyond exercising reasonable care (the same care used in protecting its own monies).

Staff whose job requires them to handle cash will receive specific instructions on security.

6. Hours and Access to the Building and the Library. The Cultural Education Center is open from 6:30 a.m. until 6:00 p.m.; Monday through Friday. Access to the building at other hours requires a special building pass which can be obtained from the Principal Librarian, Collection Management/Network Services. Requests for such passes must be made through your supervisor.

* Exterior door alarms are activated at 6:00 p.m. Anyone leaving the building after this time must notify security console staff before leaving the building by dialing 4-2200. Any office telephone or the telephone at the first floor reception desk can be used for this purpose.

7. Vaults. Staff authorized to access the vault will receive instructions regarding security procedures from the Principal Librarian, Collection Management.

April 7, 1980

EMERGENCY PROCEDURES

The following procedures should be followed in emergencies.

1. Fire. Advise patrons to leave the area and turn in an alarm by using a red emergency phone or by dialing 111 on any telephone. Provide your name, and the nature and location of the problem. A fire marshall has been designated on each floor who is responsible for evacuations, assisted by Wardens and Searchers. No attempt is to be made to fight a fire unless so instructed by a fire marshall or a warden. Such instructions will be given only to trained people, and only after it has been determined that an alarm has been turned in and lives are not in danger.

Fire Marshall designations are:

Fire Marshall - Van Judd

Fire Wardens:

Basement - Rich Weeks, Jim Mundy, Eleanor Bonesteel, Bob Adams

6th - Ila Hallowell, Elaine Emory, Pat Bouchard, Frank Peters, Katherine Stanley, Frank Conron, David Levy

7th - Debbie Anderson, Yvonne Smith, Nancy Horan, Joan Hoose, Reference Supervisor

8th - An Assigned Stack Services Person

10th - Jack Spear, Bernie Terpening, Jim Wal, Andy Mace

11th - Jim Corsaro, Judy Chrisman, Peter Christoph, Bill Gorman

2. Violent or disruptive individuals. Remain calm; call for help by dialing 111 on any telephone or using red emergency phones (to call for help safely, it may be necessary to go to a phone out of the individual's sight). Give your name, location and nature of problem, how many people are involved, whether they are armed, and whether anyone is injured.

3. Personal injury or sudden illness. Assign someone else to call for help by dialing 111 on any telephone or by using a red emergency phone. (Do not call the nurse, the police dispatcher will do this for you). Help the individual as best you can.

For fast first aid assistance while waiting for police have someone call the office of the Principal Librarian for Collection Management (4-5955 or 4-2339).

If the injury is due to an accident, an accident report must be completed (this is not the same report as the Police report). This report should describe the accident, give the time and location, and indicate the name and address of the person involved and give the name and work location of the person filing the report.

4. Theft. Do not attempt to apprehend an individual except through use of electronic locks. (You will be familiar with these if they are your responsibility.)

Call for help by dialing 111 on any telephone or using red emergency phones. Write down a description of the individual and what you observed him doing. Turn in this report to the Principal Librarian, Collection Management/Network Services.

5. Vandalism. If you encounter a person engaging in vandalism, call for help by dialing 111. If you discover vandalism after the fact, report it to Principal Librarian, Collection Management 4-5955; 4-2339 or Security 4-2200 if no answer.

If you are on an inoperative elevator, pull the "Emergency Stop" button. This will activate an intercom to the security room. Guards will do whatever is necessary to get you out - it may take a while. Relax, get as comfortable as the circumstances permit.

ADMIN: 108-82

COLORADO STATE UNIVERSITY LIBRARIES

TO: Libraries Staff DATE: July 14, 1982

FROM: Director of Libraries

SUBJECT: Security Responsibilities of Libraries Employees

## I. POLICY

A key responsibility of an employee is participation in the security of the Libraries. While an employee is not expected to be a police officer, s/he should play an active role in safeguarding people and materials. Helping to maintain the security of the Libraries' patrons and collections is part of an employee's job. Pertinent Colorado statutes and University regulations appear in the Appendix to this policy and procedure statement.

There are several definitions which are necessary in order to interpret fully those policies and procedures, to wit:

A. Security problems:

1. Mutilation, destruction or theft of property in the library.

2. Assault or harassment on one person by another (harassment includes following someone).

3. Library materials which appear out of place.

4. Persons in unauthorized areas.

5. Any disturbance which inhibits the normal use of the library (rowdiness, noise, offensive sexual behavior, etc.)

B. Staff members: state classified or faculty employees.

C. Student workers: part-time non-state classified employees.

## II. PROCEDURES

A. Staff Responsibilities

A staff member's responsibility for security is to protect people and property and to insure the normal operation of the Libraries. Staff members should take appropriate action to accomplish this task, depending upon the circumstance. The staff member should be aware that the Circulation staff and/or the University Police are available for backup.

Whenever circumstances dictate, a staff member should confront an individual and ask for identification as well as the nature of

his/her activity. If the person refuses to give a satisfactory answer, the staff member should tell the person that s/he is in violation of University rules and is subject to discipline. If the person refuses to comply, the staff member should report to the Circulation Department (Loan Desk personnel), whereupon the staff will contact University Police.

There are numerous specific situations in which these procedures should be implemented as follows:

1. Mutilation

   When a staff member suspects that a person is mutilating library materials and/or equipment, the staff member identifies him/herself to that person as requests that s/he desist. The individual is then escorted together with the mutilated material to the Loan Desk where the staff will contact University Police.

2. Theft

   The staff member should observe the alleged thief carefully and report to the Circulation Department (Loan Desk). The suspect should not be confronted directly, however. (NOTE: according to the Colorado law, concealment is intent to steal.)

3. Assault/harassment

   The staff member should escort the complainant to the Circulation Department (Loan Desk), whereupon the University Police will be called.

4. Hidden or out-of-place library material

   The staff member should report the specific location of this material to the Circulation Department (Loan Desk).

5. Unauthorized areas (i.e., a secured area or an area not normally accessible to that person)

   The staff member identifies him/herself to anyone found in an area not normally accessible. The person should be asked why s/he is in the area. If the person gives an unsatisfactory answer, s/he should be asked to leave the area. If the person refuses to leave, the situation should be reported to the Circulation Department (Loan Desk).

6. Disturbances

   If disturbances such as loud noise or deviant behavior are observed, the situation should be reported to the Circulation Department (Loan Desk) for action.

B. Student Assistant Responsibilities

When a student worker sees what might be a security problem, s/he should take no direct action (i.e., confronting the perpetrator). Instead, the student worker should observe the action quickly but thoroughly (i.e., a who, what, where description) and report to the nearest public service point or to a full-time staff member.

LWA/MU:rl

Appendix

# APPENDIX

There are several Colorado Revised statutes and University regulations which pertain to security in the Libraries as follows:

1. Basic powers of CSU to provide security: CRS 18-9-109, 18-9-110, 18-9-117; Academic faculty and administrative/professional staff manual, section E. 2,4.3 "Policy on Disruptive or Obstructive Classroom Behavior," Colorado State University Bulletin. General catalog 1981-82 "Standards of conduct" p.211.

2. Liability for not providing security (i.e., being an accomplice): CRS 18-1-602.

3. Protection of staff members in confronting individuals of wrong doing: CRS 16-3-202, 18-4-406, 18-4-497 (University Police has stated that these three statutes cover state employees as well as private citizens).

SM: 3(82)

COLORADO STATE UNIVERSITY LIBRARIES

TO: Libraries Staff DATE: January 10, 1983

FROM: Director of Libraries

SUBJECT: STAFF MEMORANDUM # THREE: Interdepartmental Communication Regarding the Facilities

In order to create and maintain satisfactory physical surroundings, it is essential to coordinate centrally the activities and communications between the Libraries and other University departments and agencies. In an effort to achieve this objective, all Libraries staff members must follow a single reporting procedure.

It is imperative, therefore, that matters concerning the environment of the building, the physical state of the furniture/equipment, the security of the facility, the heating and ventilating situation, or like matters involving malfunctions or undesirable conditions be referred speedily to the Director's Office. It is totally unacceptable for the staff member to act independently by contacting directly other University departments in an attempt to modify these undesirable situations.

LWA:rl

SM: 5 (80)

COLORADO STATE UNIVERSITY LIBRARIES

TO: Libraries Staff June 10, 1981

FROM: Director of Libraries

SUBJECT: STAFF MEMORANDUM # FIVE: Libraries Security Committee

Library security is anything directly related to the well-being of people and property within the library facilities at the University. Since no one staff member or department can be everywhere at once, all persons must be individually aware of potential security problems. It is desirable for them to handle security problems as they occur as well as how to prevent and/or minimize their effects.

In order to help with this task, it has been recommended by the Administrative Council that we establish a Libraries Security Committee. It is the purpose of this group to discuss security within the library and to recommend improvements, which could lead to the establishment of policies and procedures. The security issues are to be identified by the Committee during the initial sessions. It is expected that the group would meet at least once a month for the first year. It is understood, of course, that all staff members are invited to submit concerns, comments, and especially suggestions concerning library security to the committee members.

If you are interested in becoming a member of this important committee, kindly let me know by June 19, 1981. On the basis of the volunteer responses, a membership roster will be developed with representation from each division within the Libraries as well as from both the support and professional personnel.

LWA:rl

POLICY: SECURITY - Security Guidelines

The following is a guideline of procedures which should be adhered to in order to prevent the theft of Library and personal property. For your benefit suggestions are also made for security measures to be taken for your own personal protection.

I. Library Collections

1. Guards and door checkers must examine all books being removed from the stacks or other libraries. This must be done carefully and impartially. Examine all books. Make this a routine with no exceptions. Be sure library books have been properly checked out.

2. When possible, readers should be channeled past a circulation desk even though examination of books is not done.

3. Those libraries with electronic surveillance systems must be sure they are always in working order and when alarms are set off that the reader is asked to hand over all books and go through the screening area again.

4. Books and other materials in process should not be left on trucks or elevators, in halls or other accessible places. Library staff should not borrow any materials which are being processed. Material removed from routine processing is temporarily lost and this may lead to unneccessary searching or even replacement.

5. Lock all doors securely when closing a library unit. This should be a double responsibility; i.e., two persons check the same door each night. Such a routine is especially important in case one person is ill, etc.

6. Report faulty locks at once.

II. Library Property

1. All typewriters, calculators, adding machines, equipment, etc., must be bolted down. Equipment which cannot be bolted down (e.g. electronic calculators) should be locked up securely when not under surveillance. Exceptionally valuable equipment should have a lock bolt. Do not store any equipment in a glass-panelled place.

2. Cash should be kept to the minimum by turning it in to Financial Services at frequent intervals. Cash drawers should be kept locked. Drawers should be left pulled out when no cash is in them to indicate there is no need to break in.

3. Keys must be kept in a secure place, unavailable to the public. The top center desk drawer is not a secure place. Report any key loss immediately to the Library Personnel Office. Staff who have keys assigned to them

should carry them and not leave them on desks. Do not lend keys. Workmen, etc. in Butler should obtain keys from the Library Planning Office, 309 Butler Library.

4. Office doors should be locked at all times when office is not occupied, even for short periods of time.

5. When leaving office make sure that desks and cabinets are locked.

6. Keys to offices should be issued on a "need to have" basis.

7. Utility closets should be locked at all times. These small areas can be used as hiding places.

III. Personal Property

1. No personal property (books, coats, purses, billfolds, etc.) should be left unattended even for a few seconds. Thieves operate very quickly. All departments should have safe places for staff to keep their possessions.
2. If something is stolen, report the theft immediately to the supervisor and to the Security Office, ext. 5555. The Security Office will require that the owner go over to Rm. 111 Low to report the theft in person. The quicker this is done, the better the chance of recovery. Even if you think recovery is very unlikely, a report will alert Security and they may be able to pick up the person in another place.

3. Keys to an apartment are sometimes taken in order to burglarize the apartment or they may accidentally be taken and then used for that purpose. If keys are missing, do not enter your apartment alone. It is preferable to have a policeman go with you. Accurate descriptions are essential to recognize and apprehend persons anywhere on campus.

4. Purses and billfolds are often discarded in the nearest restroom or in trashcans on or near the campus. A search might result in recovery of everything but the money.

5. Charge plates, ID cards, etc., can be used immediately; therefore, prompt notification that these have been stolen is advisable. It is a good idea to keep a separate list of these numbers.

6. Personal copies of books should have your name written in them. If someone is caught with the books, this will be proof that they are not theirs. Bookstores will not knowingly buy stolen property and the name may help there.

7. Personal items (handbags, attache cases, etc.) should be secured in a locked drawer or cabinet and not left in desk area or on floor.

8. Do not leave valuables in your desk or lockers, (watches, rings, cameras, etc). Valuables should be properly secured and locked in a safe place.

IV. Preventing Thefts

1. People planning to steal something frequently loiter around in an area waiting for an opportunity. Appearing to be reading bulletin boards is one tactic. Some wander into a reading room and sit down at a table, but do not read. Some bring coats which they place over purses, books, etc., and then remove all at once. If you suspect someone, keep an eye on him or her, note description, and report promptly to the supervisor, if available, and if not, to the Security Office, ext. 5555.

2. Often just asking "Can I help you?" will be enough to discourage a potential thief.

3. Do not try to apprehend a known or suspected person yourself. This can be very dangerous and is better left in the hands of the Security Office. Be sure to be able to give a description, because it often helps the Security Office to pick up someone elsewhere on the campus.

4. Never allow anyone to remove a machine from an office until that person has been properly identified and the repair or removal has been authorized through office management.

5. Never allow any repair work on alarm systems until the repair person has been properly identified and a call is placed by management to alarm company to confirm such repair work.

6. Before allowing a service person into your office or area make certain that credentials are correct. Legitimate individuals, police and utility persons, carry identification cards. DO NOT BE EMBARRASSED to ask for more identification when your instinct tells you to do so.

7. Make it a policy not to give out telephone numbers or addresses of fellow employees to strangers.

POLICY. SECURITY - Security Guidelines, cont'd.

V. Personal Protection

1. Don't carry excessive cash while at work, or flash money around. Excercise extreme care on pay days. If paid by check, deposit the bulk of the check in checking or savings account.

2. Remember, if you're leaving for vacation right from work, safeguard your luggage.

3. Safeguard all credit cards and report their loss immediately. (Carry only what you intend to use.)

4. Prior to entering your vehicle make an examination of the back seat or any other place where an intruder may hide. While driving make certain that your doors are locked and windows rolled up. Remember a driver seated behind a steering wheel is practically defenseless against a quick attack when doors or windows are open.

5. Ladies pocketbooks will be picked if the following rules are neglected:
   1. Strap-type bags (shoulder) clasp or closing area exposed--should be facing body)

   2. Wallet or purse at top of handbag--(should be at bottom) is an easy target.

6. Gentlemen, please do not carry wallets in rear pockets (left or right rear); they are "sucker" pockets. Pickpockets will always go to this area. Also try to separate cash, credit cards etc. into different pockets.

7. Beware of "shortcuts", especially at night. Shortcuts are usually lonely areas, poorly lighted and an ideal spot for a criminal to operate. If possible choose well-lighted streets where others are present. Always have keys available as you approach residence.

8. If threatened by a robber, do as you are told, observe as much as you can and call Security and police department as soon as possible after incident.

9. While working in an office alone keep the doors locked. When leaving the office, LOCK DOOR (NOT CLOSE - LOCK).

10. Buddy system should be used when travelling in building in secluded areas or after hours.

11. Females riding in elevators alone should always stand near the control panel.

POLICY: SECURITY - Security guidelines, cont'd.

12. If attacked push as many buttons as you can reach with your finger, arm or elbow (both alarm buttons and floor buttons.)

V. Incidents Reported by Readers

1. Report to the Security Office immediately, ext. 5555.

2. Ask the person making the report to wait until Security arrives in order to give an accurate and full report.

3. If the person making the report refuses to wait, get name and address, note time, and get full description of suspect.

4. Report all incidents to the supervisor later if he is not available at once, even though Security has already taken care of it.

EMERGENCIES CALL: 5555

CUL columbia university libraries

LIBRARIES SERVICES
POLICY MANUAL
part: XVI section: II

POLICY: SECURITY - Procedures for Security of Collections

The following procedures are designed to provide all units with a systematic approach for disciplinary action against individuals who have deliberately attempted to remove library materials without charging them. A routine has been established whereby apparent violations may be reported to the Director of Services and then (where appropriate) to the dean or department chairman. Safeguards have also been established so that the likelihood of reporting an innocent individual is greatly reduced. All library units, with or without electronic book security systems, should follow these procedures.

Please make special note of the following aspects of the procedures:

1) The key fact in deciding to take an individual's name and report him/her to the Director of Services is deliberate concealment. In beginning this procedure, we would prefer to err on the side of leniency rather than on that of suspicion. For that reason, an individual should not be assumed to have been attempting theft unless there has been a clear attempt to conceal the material in some fashion. The most important thing is to retrieve the library material.

2) At no time should a library staff member attempt to restrain physically an individual who wishes to leave the building. This is a vital point, for legal as well as safety reasons. Allow the person to leave and call Security with a description.

3) When there is a clear-cut case of attempted theft, it should be reported first to the Director of Services rather than directly to a dean or department chairman. This is largely to insure consistency in the nature of the cases reported to a higher level.

PROCEDURES FOR SECURITY OF COLLECTIONS

The following sign would be prominently posted in your unit. The sign should be placed where it is clearly visible to persons preparing to leave the library.

> A deliberate attempt to remove library materials without properly charging them is a violation of the Columbia University Statutes. Such attempts will be reported to the University authorities for appropriate disciplinary action.
>
> Patricia Battin, Vice President & University Librarian

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POLICY: SECURITY - Procedures for Security of Collections, cont'd.

Procedures for units with Electronic Security Systems

1) When the alarm goes off, the staff member on duty should immediately ask the concerned individual to stop and return to the circulation desk (in the infrequent case where the patron refuses to stop, the staff member should not attempt to restrain the individual but should report the incident to Campus Security, with a description of the person).

2) As the person returns to the desk, the staff member should suggest that he/she "may have forgotten to charge something out," or (in libraries with by-pass systems) "may have something charged which he forgot to pass around." The staff member should request the individual to check through his/her belongings (most patrons cooperate in this, even if reluctantly).

A) If no library materials are found, the staff member should apologize for the inconvenience, but suggest that the individual might be carrying something other than library material which has triggered the system. No mention should be made of "false alarms," "malfunctioning units," or anything else which would indicate a lack of trust in the efficiency of the system. The person should be requested to pass through the system again.

On the second attempted exit, there may well be no alarm and the person will depart. If there is a second alarm, the individual should be asked again in a courteous manner about the possible presence of library materials; concealed items or non-library "activating" items may well be surrendered voluntarily at this point. If no library materials are forthcoming, the individual should be allowed to pass the exit. At no time should library staff members attempt to restrain physically, or search, any individual.

B) If library materials are found:

1. In libraries with by-pass units, the individual may simply have forgotten to "pass around" a legally charged item. This oversight should be rectified and the individual allowed to proceed.

2. The individual may be carrying uncharged library material in a reasonably open manner--in hand, with other books, etc. This may be a deliberate attempt to remove library materials illegally; it may also be an absent-minded error. In such cases the first responsibility of the library staff member is to retrieve the material, after which the usual charge procedure may take place (if the material is circulating and if the person has a legitimate ID). If the individual was indeed attempting to deliberately remove the material, the simple fact of having been caught may well serve as an effective future deterrent. Should the staff member recognize someone who has been stopped in this manner previously, he/she may wish to proceed as in #3 below.

POLICY: SECURITY - Procedures for Security of Collections, cont'd.

3. The individual may be carrying uncharged library material which has been deliberately concealed: wrapped in a newspaper, stuffed in a notebook or inside a garment, etc. (n.b.: for this purpose, "deliberate concealment" should not include library materials in a briefcase unless there has been an additional attempt to hide the library material - e.g., placing it in a paper bag, inside another book or magazine, etc.). In such cases the staff member should:

a) Retrieve the material and call his/her supervisor.

b) The supervisor should request a Columbia or other authorized ID from the individual and note the name and social security number. If the ID is a courtesy card from the Library Information Office, or originated with Barnard, Teachers College, or Union, this fact should be noted and the incident reported to the proper authority in these areas (via channel outlines below). If the individual has no Columbia ID of any kind, he/she should be informed of the Libraries' policy regarding outside readers and asked to leave the premises. Again, at no time should a library staff member attempt to restrain physically or lay hands upon an individual.

c) The supervisor should inform the individual that the incident will be reported to the Director of Services who will review the incident and if necessary inform the appropriate dean, Chariman, or other responsible University official. It should be made clear that the Libraries will take no disciplinary action and make no recommendation for discipline, but will simply report what took place.

d) If the individual has a proper ID and wishes to charge out the materials (if circulating), this should be permitted.

e) As soon as possible, the incident should be reported to the Director of Services. All incident reports should include: the date and time of the incident; the library where the incident occurred; the name, status, and ID number of the individual involved; the nature of the incident (including call number and title of the library materials taken); the names of the library staff members who witnessed the incident; and the name of the library staff member reporting the incident. The librarian may also wish (depending on the circumstances) to make an immediate oral report to the Division Chief and/or the Director of Services.

f) Upon receipt of the report, the Director of Services will decide whether or not to proceed further, and will notify the initiating library of all future developments, including any action taken by the University authorities.

POLICY: SECURITY - Procedures for Security of Collections

Units without Electronic Security Systems

The same policy in regard to unauthorized removal of library materials applies to all units. Regrettably, in libraries without electronic security installations it is much more difficult to apprehend individuals carrying concealed library materials, and in most cases when an uncharged item is found on a patron it will have been poorly concealed (in a briefcase, tote bag, etc.). In the great majority of cases, the security guard/staff member who discovers the uncharged material must simply retrieve it from the patron, see that it is properly charged out, and assume that if the act was deliberate, getting caught will have some deterrent value.

There may be cases in which there appears to have been a clear intent to steal--for example, the premeditated removal of library property marks such as spine labels or book pockets. In such cases, the security guard/staff member should follow the procedures outlined in 2B above.

Mutilation

The mutilation of library materials is a serious offense against the academic community and should be regarded as such. Since most cases of mutilation are discovered after the fact, there is little librarians can do to identify specific offenders. However, should a library staff member come upon an individual in the act of mutilating library materials, or find portions of library materials in someone's possession during an exit check, the incident should be reported to the Director of Services via the procedure described above.

Some cases of mutilation are directly tied in with class assignments. When a librarian observes that this is the case, he should immediately notify the professor in question so that appropriate remedies may be taken. These may include the substitution of other reading materials, a change in the nature of the assignment, or special methods to replace (if possible) the damaged item.

CUL columbia university libraries

LIBRARIES SERVICES
POLICY MANUAL

part: XVI section: III

POLICY: SECURITY - Personal Property Theft Report form

The Personal Property Theft Report form (see attached) is available in the Libraries Supply Room.

This form is provided in order to make it more convenient for desk attendants or other Services staff to report personal property thefts to security, to the unit supervisor, and to the University Librarian's Office.

When a patron (or library staff member) reports that an item of personal property has been stolen, the individual at the service desk should fill out the form and leave it with his/her supervisor. The supervisor is responsible for giving the form to the unit head, who will forward it to the University Librarian's Office).

All thefts and other security problems in the Libraries should be reported immediately to University security by Libraries staff as well as to the appropriate Libraries supervisors. Please remind individuals whose property has been stolen that, in order to obtain a formal theft report form, which is necessary for insurance purposes, they must personally go to University Security to make a complaint. The Libraries' report of such an incident does not constitute a complaint on the part of the victimized person.

COLUMBIA UNIVERSITY LIBRARIES

"PERSONAL PROPERTY THEFT REPORT"

Date: _____

Time: _____

Item Missing:

Location of Item:

Owner of Item:

Security Called (2796) _____
(Please check)

Date: _____

Time: _____

Owner Advised to Notify Security _____
(Please check)

Name of Staff Member Reporting:

Leave Completed Form With:

_____

Department: _____

To be forwarded to University Librarian's Office by Unit Head.

A65(1280)2M

CUL columbia university libraries

LIBRARIES SERVICES
POLICY MANUAL
part: XVI section: IV

**POLICY:** SECURITY - Disciplinary procedures for persons involved in deliberate attempts to remove library materials illegally

Reports are made to the Director of Services when individuals try to exit from a library with uncharged library material that has been deliberately concealed. These reports include the date and time of the incident, the name and identification number of the individual involved, the type of ID card carried (Columbia, Barnard, Teachers College, Union Theological Seminary or other), and a description of the incident, including an identification of the library material which was being removed, and the individual's explanation of why the material was in his/her possession. If the person is a member of the University community the report also indicates the Columbia School with which that individual is associated.

Upon receiving the report, the Director of Services reviews it to make sure it conforms to the Libraries policy and if appropriate forwards the report to the relevant Dean, along with a cover letter. The cover letter makes no recommendation as to disciplinary action but simply explains the basis for the report and makes the request that the Dean "make this individual aware that removing library materials improperly is undesirable behavior, particularly in an academic community."

Upon receiving a report, the Dean or his/her designated representative sets up an interview with the individual in question to discuss the seriousness of the alleged offense. If the individual admits to the offense with or without mitigating circumstances, a letter describing the incident is placed in his/her file, to be removed upon graduation if no similar incident is repeated.

If the student denies that the incident happened as described in the report or if the Dean has any questions about the incident, the Dean contacts the Director of Services for additional information. Although the Dean may decide that in a particular case it is not appropriate for a letter to be placed in the file, this decision is not usually made without further discussion with the Libraries. After the decision is made the Libraries are informed of the outcome. When a letter is added to the file a student may add his/her comments concerning the incident.

Should a Dean receive a second security report on a student who already has one violation in his/her file, additional action is taken at the discretion of the Dean. A second report is placed in the file and these reports are not removed upon graduation.

CUL columbia university libraries

LIBRARIES SERVICES POLICY MANUAL

part: XVI section: V

POLICY: SECURITY - Butler Library Security Report

When a theft is reported or a suspicious person is reported to the Services Secretary in 211 Butler, x3353, by any department in Butler or by the Secretary in 315 Butler, the Services Secretary will take the following steps:

Relay the information (what has occurred and the description of the person if possible) to the following people:

| | |
|---|---|
| [redacted] | x5477 |
| [redacted], Head, Access Services | x4764 |
| [redacted] or College Library Supervisor | x3534 |
| Burgess Supervisor | x4710 |
| [redacted] or Circulation Supervisor | x3537 |
| [redacted] or other Reference Librarians | x2241/2 |
| [redacted] - Periodical Reading Room | x4704 |
| [redacted] - Interlibrary Loan | x3542 |
| [redacted] - Library Information Office | x2271/2 |
| [redacted] - Director of Services' Office | x2245 |

CUL columbia university libraries

LIBRARIES SERVICES
POLICY MANUAL

part: XVI section: VII

POLICY: SECURITY - Prevention of typewriter thefts

It is University policy that all new typewriters purchased if used with a metal stand be equipped with an anchor pad. New typewriters to be used on wooden desks and typewriter stands must be equipped with a Parque cable. The anchor pad and Parque cable are considered part of the purchase price. Installation of the locking device is mandatory.

This method has successfully reduced the bothersome and expensive problem of typewriter thefts.

# Cornell University Libraries

## Security Policy and Disciplinary Regulations

The misuse of its library strikes at the very essence of the academic community and shows not only contempt for the institution and disregard for the rights of other members of the community, but gross insensitivity to the very nature of intellectual endeavor. The preservation of the University community's scholarly resources is one of the responsibilities of the Cornell University Libraries. Collections must be secured against theft and misuse. The following policies, which apply to all library users, define security offenses against the Libraries. Guidelines for the detection, apprehension and punishment of offenders are offered as well.

### 1.0 Offenses Defined

The following acts constitute offenses against the University and may be punishable by suspension of library privileges, the imposition of fines, or both; or suspension or dismissal by the University and/or prosecution through civil courts, as determined by the appropriate authorities through the procedures outlined in part 3 below.

1.1 Sequestering or "stashing" library materials within a University library for the exclusive use of an individual or group.

1.2 Willful or repeated failure to respond to recall notices.

1.3 Defacing or mutilating library materials, e.g., by marking or underlining or by tearing or cutting pages or parts of pages out of books or periodicals.

1.4 Removing or attempting to remove library materials from a University library without authorization, e.g., by the evasion of check-out and inspection procedures.

1.5 Theft or unauthorized resale of library materials.

2.0 Security Procedures

In order to fulfill the Libraries' responsibility for securing materials, library staff are authorized to:

2.1 check the books and all manner of bags and carrying devices of all persons as they leave the library, to guard against unauthorized removal of library materials.

2.2 request to see the identification of any library user. Library patrons are required to show their Cornell or other identification upon request of library staff.

2.3 question library patrons if it appears that library regulations are being violated.

2.4 call Cornell Public Safety personnel to question and detain a person suspected of violating library regulations. Library staff may detain/delay a suspect until Public Safety personnel arrive.

3.0 Formal Disciplinary Procedures

The offenses listed in part I are subject to disciplinary action through the campus judicial system, city, county, state or federal courts, depending on the nature of the offense. In keeping with the University's policies, some complaints will be handled through the Judicial Administrator. More serious offenses will be referred to the appropriate courts for resolution. In cases of theft or mutilation of library materials, individuals will be charged with violation of the applicable local, state, or federal laws. The decision to seek prosecution outside the University judicial system will be made by the University Librarian in consultation with the University Counsel's office.

The University Libraries consider all the offenses listed above sufficiently serious to warrant swift and firm disci-

plinary action. The Libraries will work closely with the Department of Public Safety, Judicial Administrator, the University Counsel and the District Attorney to assure prompt and equitable ajudication and to guard against a tendency to equate the seriousness of the crime solely with the monetary value of the material concerned.

# GUIDELINES FOR HANDLING INCIDENCES OF THEFT AND MUTILATION OF LIBRARY MATERIALS

DRAFT
Fall 1982

## INTRODUCTION

Unauthorized removal of a book or periodical from the Library and tearing out pages of material are illegal, selfish acts which render the information unavailable to other persons, who rightfully expect the Library to be able to account for materials which are collected for study and which are paid for with state funds. There is no defense for these acts and they should not go unpunished. There must be provision for the Library to report for prosecution, judgement, and punishment anyone found stealing or mutilating Library materials.

Through the use of Library staff at the checkpoint combined with the book detection system and with proper supervisory judgement, it should be possible to establish within a degree of reasonableness when there has been a deliberate attempt to steal materials from the Library. Such attempts should be immediately reported to the University police.

In light of heavy use and the dependence of faculty, staff, and students upon library resources for so many aspects of the University's programs, the University Library Committee deems it imperative that theft or mutilation of library materials be discouraged by the active prosecution of individuals attempting such an act. This is in full accord with the content and tenure of State Statute Ch. 812 and the "Student Code of Conduct," Section IV. A(Theft), F(Abuse of Property), and K(Attempts and Accessories). The skyrocketing costs of library materials, the increasing costs of the entire university experience, and the responsibility for stewardship of university and state resources, all indicate the need for a conscientious control and protection of library resources.

## DISSEMINATION OF GUIDELINES

If punishment is likely as a result of theft or mutilation of library materials, it should be made clear to Library users.

Notice must be given as to the possible consequence of stealing or mutilating a book or a periodical. The University Attorney's office shall ensure that proper notice is given in accordance with Florida Administrative Code and that these guidelines are legally and appropriately posted.

PROCEDURE

An individual detained by the Library staff or apprehended by University Police whose possession of uncharged library materials cannot be reasonably and satisfactorily explained outside of an act of theft, shall be disciplined according to the following procedure:

1. The individual shall be requested to identify himself by University I.D. card or other official identification and detained where practical.

2. University Police shall be called and the matter turned over to their authority.

3. The Library shall submit a written summation of the incident, including notarized statements from Library employees involved, and a clear evaluation of the circumstances surrounding the incident.

4. The officer investigating the incident shall submit a copy of his report to the Library administration.

5. University Police shall make the decision to refer the matter to the office of:

   A. Judicial Affairs if students of FSU, FAMU, or TCC;
   B. Director of Personnel Relations if career service personnel or Administrative & Professional staff.
   C. Dean of Faculties if faculty.

   D. If the theft has been committed by a person who does not fall into categories A-C above, then the University Police shall seek the advice of the State Attorney's office and prosecute if a sufficient case can be made.

6. In cases involving FSU students judged guilty, or if a student pleads no contest under the "Student Conduct Code," the minimum penalty for theft or mutilation of library materials shall be suspension for one semester. If the student elects to trial by the Student Judicial Court or in State or Local court, the University shall pursue the matter to conclusion.

7. In cases involving FAMU, TCC, or other SUS students or faculty, a report of action taken shall be sent to Strozier Library.

8. The Library shall post in a prominent place in the Library a report of the disposition of any cases in which an individual is successfully prosecuted and punished or, in the case of one who enters a no contest plea, receives a penalty.

ROBERT MANNING STROZIER LIBRARY
SPECIAL COLLECTIONS DIVISION

## Rules and Information Governing Use of Rare Materials

The Special Collections Reading Room is reserved for patrons using materials from Special Collections. All materials are reserved for room use only, and may not be removed from the area.

Due to the uniqueness and/or rarity of materials housed in Special Collections, the following regulations are to be observed by all patrons:

1. Present proper identification (University ID, driver's license, social security card) when requesting materials for use.

2. Leave briefcases and carrying bags on shelves provided at the entrance to the Reading Room.

3. Request materials by means of call slips and fill out the USER'S REQUEST FORM. These call slips and REQUEST FORMS will be cleared to insure that all borrowed materials have been returned before the researcher leaves the area.

4. Sit at the study table assigned.

5. Use only pencil for note-taking. Note-taking must be done on the table-top alongside the rare material, NOT ON THE MATERIAL.

6. Handle all materials with care since MANY of the materials are irreplaceable. Take care not to touch any portions of texts, hand decorations or color plates with any object or hands. No object may be laid on top of materials. Care must be used in turning pages so that they will not be torn or otherwise damaged. No book may be turned facedown so that the spine will not be damaged.

7. Rare materials may not be photocopied (xeroxed). When a need is justified, with permission from the Department Head a camera (furnished by the requestor) may be used to make photographs or slides of a portion of a rare item, but no item may be copied thusly in its entirety. NO FLASH BULBS OR FLASH ATTACHMENTS MAY BE USED.

8. No marking, tracing or rubbings of materials may be made.

9. Before publishing any manuscript materials, the researcher must obtain permission from the holder of the copyright. Strozier Library does not assume any responsibility for infringement of the copyright held by the author or his/her heirs in the library's manuscripts.

10. Smoking, food and beverages are not permitted in the area.

SPECIAL COLLECTIONS
FLORIDA STATE UNIVERSITY LIBRARY

USER'S REQUEST FORM

_____
(date)

In order that our staff may better assist you in your research, and provide proper security for rare and hard-to-replace materials, please supply all of the information requested below, and return this form to the desk attendant.

Rare book _____ Manuscript _____

| Call no.: | Location: | _____ (author) |
|---|---|---|
| _____ | _____ | _____ (title) |
| _____ | _____ | _____ |
| _____ | _____ | |
| _____ | _____ | |

I have read the rules for the use of materials in the area, I understand them, and I agree to abide by them completely.

Signature _____

Name _____
(please print)

I.D. No. _____
(or adequate personal identification)

Address _____

Academic Status:

FSU affiliation

undergraduate _____

graduate student _____

faculty _____

staff _____

Other affiliation

_____
(specify)

Research Purpose:

class work _____

M.A. thesis _____

Doctoral dissertation _____

historical research _____

literary research _____

pictorial research _____

other _____
(specify)

**********

STAFF USE ONLY

Librarian filling the request _____ (time) (date)

Librarian to whom returned _____ (time) (date)

Comments:

RULES AND INFORMATION GOVERNING USE OF FSU PHOTO ARCHIVES

Photographs of Florida State University are housed in and administered by the Special Collections Department of Robert Manning Strozier Library.

Materials are available from 8:00 a.m. to 5:00 p.m., Monday through Friday.

Photographs are considered reference material and will not be loaned except under special circumstances, and only when a negative is available.
Photographs may be photocopied or photographed in the library.

Reproductions are provided through the Photo Lab at the price set by the lab. (For photographs without a negative, there is a $5 charge for a negative; 8x10 prints currently cost $4 and 5x7 prints cost $3. Prices are subject to change without advance notice.)

8/82 sh

FSU PHOTO ARCHIVES
SPECIAL COLLECTIONS
FLORIDA STATE UNIVERSITY LIBRARY

USER'S REQUEST FORM

_____
(date)

In order that our staff may better assist you in your research, and provide proper security for the University photographs, please supply all of the information requested below, and return this form to the desk attendant.

Subject area of search

_____

_____

I have read the rules for the use of photographs, I understand them, and I agree to abide by them completely.

Signature _____

Name _____
(please print)

I.D. No. _____
(or adequate personal identification)

Address _____

Academic status:

FSU affiliation

undergraduate ____

graduate student ____

faculty ____

staff ____

Other affiliation

_____
(specify)

Research purpose:

class work ____

M.A. thesis ____

Doctoral dissertation ____

historical research ____

literary research ____

pictorial research ____

other _____
(specify)

**********

STAFF USE ONLY

Librarian filling the request _____
(time) (date)

Librarian to whom returned _____
(time) (date)

____ In-house shooting ____ Photocopying 53

____ Photos loaned ____ Photo Lab prints ____ Photo Lab negatives

THE UNIVERSITY OF MICHIGAN
UNIVERSITY LIBRARY

SC - A38
February 2, 1982

STAFF CIRCULAR No. A38*

SUBJECT: Protection of the Collections and Enhancement of the Study Environment

All units within the University Library will formulate and publish rules that define behavior which perpetuates the life of the collections and promotes the welfare of library building occupants. Essential components of such rules are controls over smoking, consumption of food and drink, noisy socializing, and security. Rules of conduct in library units should receive wide distribution through in-house publications, postings on bulletin boards, and the like to achieve general compliance. Strict enforcement is expected.

Smoking

The use of tobacco presents dual hazards, fire and health. Therefore, smoking must be limited to areas which pose negligible threats of fire to a library, its collections, and occupants and which will isolate the smoker from the non-smoker. Staff work areas must be taken into consideration as well as public areas.

Food and Drink

Consumption of food and drink must be controlled so that accidental spillage will not damage library materials, equipment (computer terminals, etc.) and so that food residues do not attract book-damaging insects. Should the latter occur the Current Expense Office should be informed at once in order to summon professional exterminators. Rules governing food and drink must be formulated for both public and work areas.

Disruptive Socializing

Socializing is inimical to the conduct of study and research. Noisy conversations in study areas or in spaces adjacent to study areas cannot be tolerated. Library staff should be particularly sensitive to the settings in which they hold conversations with colleagues and library patrons. Voice levels should be lowered especially at service desks located in or near study rooms. Library users engaging in disruptive conversations should be reminded that they are disturbing others.

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*This Staff Circular replaces in part SC - R3, Enforcement of Library Building Rules and Regulations, dated November 13, 1979.

## Security

Cataloged materials are controlled for the most part by well managed and manipulated circulation systems, either manual or automated. Beyond that collections are protected by library security programs which range from sophisticated electronic detection devices to manual door checks. Special security measures must be taken for the protection of rare or fragile materials, materials particularly susceptible to mutilation, unbound serials, and non-book materials.

Within Technical Services units particular care must be given to protect materials from the time of receipt until they are cataloged, labelled, and receive property markings.

## Enforcement of Library Rules and Regulations

Library building rules and regulations are issued to promote the safety and welfare of persons in the buldings as well as to protect collections housed there. Further, these regulations are designed to promote an environment appropriate to the pursuit of research and scholarly activities.

To that end Library staff, building monitors, and security personnel advise individuals of policies when there are infractions of rules governing smoking, food consumption, and disturbances of the study environment. In extreme cases when individuals refuse to conform to building regulations, University Department of Safety officers may be summoned to assist in their enforcement. Safety officers are instructed to remove from the premises violators who fail to observe Library rules and regulations governing acceptable behavior.

Richard M. Dougherty
Director

THE UNIVERSITY OF MICHIGAN
UNIVERSITY LIBRARY

SC - A39
February 2, 1982

STAFF CIRCULAR No. A39*

SUBJECT: Protection of the Collections and Enhancement of the Study Environment in the Harlan Hatcher Graduate Library

## Smoking

Smoking is not permitted in the Graduate Library except in South Building restrooms, 319 Hatcher North study lounge, the first floor women's restrooms in Hatcher North, the basement men's restroom Hatcher North, and certain office areas. Under no circumstances is smoking permitted in the stacks, corridors, stairways, or any other areas contiguous to the stacks. Members of the Library staff should request anyone observed smoking in non-smoking areas to comply with regulations. Non-compliance should be reported immediately to Circulation Services, 4-0400. A Security Guard, Building Monitor, or Circulation Supervisor will be sent to deal with the problem.

Smoking in Library work areas is a local option unless the handling of valuable material is involved and should be determined by those occupying the work space. The staff lounge has smoking and non-smoking sections. These should be scrupulously observed.

## Food and Drink

Consumption of food and drink by library users is limited exclusively to the study lounge, 106 Hatcher North, and staff lounge, 6 Hatcher North. Anyone observed not complying with this regulation should be reminded of authorized eating areas. Non-compliance should be reported immediately to Circulation Services, 4-0400. A Security Guard, Building Monitor, or Circulation Supervisor will be sent to deal with the problem.

## Disruptive Socializing

Socializing in the Graduate Library should be restricted to public areas where distracting conversations will not disturb those engaged in study and research. The study lounge, 106 Hatcher North, staff lounge, 6 Hatcher North, north lobby, and South Building elevator lobbies are suitable areas. The second floor corridor adjacent to the Reference Room is not an appropriate area. Library users engaging in noisy conversations which degrade the study environment should be directed to a more appropriate location. If the

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*This Staff Circular replaces in part SC - A50* Smoking, dated Fabruary 16, 1973.

disturbance persists Circulation Services should be notified at once. A Security Guard, Building Monitor, or Circulation Supervisor will deal with the problem.

The large staff of library employees working in the Graduate Library should be particularly aware of the need to control sound levels in the building's many study areas. They should provide models of behavior. Service desk attendants should avoid engaging in unnecessary, noisy conversations.

Security

Copies of Circulation Rules and Policies as well as Carrel and Locker Assignment Policy should be made readily available for newcomers to campus. Building tours should include explanations of the automated circulation system and Tattle-Tape Book Detection System.

Security Guards and Building Monitors should be made familiar with all building rules and regulations as well as procedures for their enforcement. Security Guards should be thoroughly acquainted with those areas open to the public and those closed to public access. Guards should be knowledgeable about security alarm systems, hours of opening for staff work areas and offices, locked stack areas, closure of the shipping entrance, and the many other building details essential to the security of the building, its collections, and occupants. The Security Guard on duty should make regular rounds checking doors that should be secured and with Building Monitors observe occupants for breaches of acceptable behavior. The Security Guard and Building Monitors should always be available to respond to emergencies or calls for assistance as they are received by Circulation Services.

Library staff with responsibility over work spaces, offices, and special collections closed to public access should take every precaution to protect library materials, equipment, and personal belongings housed therein. Desks should be locked to protect valuables. Purses should never be left in an unlocked drawer. Offices should be locked as they are left. Unmarked library materials should be secured behind locked doors, not left on book-trucks in public corridors. Shipping entrance doors should not be left open and unattended, a means of easy egress.

Every security device available to us should be put to good use: alarm systems, lockable desks and cabinets, and the ubiquitous doorlock. Larcenies occur throughout the campus. The Graduate Library is a favorite target. Only by raising the security consciousness of readers and workers in the building can further losses be prevented.

The presence of a contract cleaning crew in the Graduate Library during hours of closure provides another element of risk. Employees in the hire of this commercial cleaning firm are bonded. Any losses which can be proven to have occurred during hours when the building was closed and custodians were present should be reported immediately to Circulation Services. A Trouble Report should be completed and detailed information provided.

Enforcement of Library Rules and Regulations

Library staff are expected to remind colleagues and patrons when they observe infractions of rules and regulations. If assistance is needed to gain compliance Circulation Services should be immediately notified. A description of the offender and exact location, e.g. South Building carrel number, should be provided. Circulation Services will dispatch a Security Guard, Building Monitor, or Circulation Supervisor to deal with the problem.

Security Guards and Building Monitors maintain records of persons disregarding building rules and regulations. Repeat offenders are warned that they may be expelled from the building. Security Guards are prepared to escort these individuals from the premises. If assistance is needed from a Safety Officer a call will be made to the Department of Safety.

Richard M. Dougherty
Director

## THEFT, MUTILATION OR OTHER CRIMINAL ACTIVITY

***FIRST*** 2/82

Dial 2222 - Emergency Control Centre, University of Toronto

***THEN***

Dial 2294 - Information Desk, report the emergency and any action taken. If necessary describe the suspected criminal.

Information Desk will:

1. *During Office hours*, dial 7199 Library Administration

   *After Office hours* page L158 the Duty Librarian, inform the Exit Control Supervisor, and page L158 or dial 6215, 5326, or 2289 for further assistance if necessary.

***EACH OF THE PARTICIPATING AREAS MUST MAKE SURE THAT THE EMERGENCY CONTROL CENTRE, AND EACH OTHER KNOW ABOUT THE EMERGENCY.***

If a crime is involved, try to keep the person in sight, and get another staff member to help. Try to detain the person, without using force, until the Police, Library Administration, or Senior Duty Staff member arrive. *NEVER* take the person to a room, or be in a secluded place, *unless* in the company of another member of staff.

Theft of Library materials cannot be proved until the person has actually left the building. However, a Tattle Tape Alarm signal at Exit Control could justify a charge of attempted theft. Normally the accused is taken by the Police to the Station to be charged on the authority of the Senior Staff member present. It is still up to the University Administration to decide what further action, if any, should be taken. It is not necessary to lodge a charge immediately but if the police make an arrest then the person must appear before a justice of the peace within 24 hours.

***AFTER A THEFT HAS BEEN DISCOVERED***

*During Office hours*, dial 7199 Library Administration

*After Office hours*, dial 2294 Information Desk

Appropriate action will be taken, and Information Desk will know if the police are already in the building.

NOTE: ***If in doubt, always dial 2294 Information Desk, as it is manned from 8:30 a.m. to closing time.***

Excerpts

APPROVED BY THE GOVERNING COUNCIL OF THE UNIVERSITY OF TORONTO
JAN 1[illegible]
S. S. Cunningham
SECRETARY

RECEIVED
JUN 9 1978
OFFICE OF THE DIRECTOR OF PLANNING

# UNIVERSITY OF TORONTO CODE OF BEHAVIOUR ON ACADEMIC MATTERS

## A. PREAMBLE

As citizens, members of the University community enjoy the same basic rights as do all citizens and are bound by the same responsibilities to respect the rights of others as are all citizens. Therefore breaches of the Code of Behaviour in the University which are also breaches of the law will normally be dealt with in the courts. However, if the University is involved or affected as an academic institution, these breaches of the Code of Behaviour may also be dealt with hereunder.

The University does not serve as a sanctuary from the laws governing all citizens. Nor does it stand in loco parentis to any of its members, and each member is free to organize his or her own personal life and behaviour subject only to the law and to the duly established rules of the University.

## B. THE RIGHTS AND FREEDOMS ENJOYED BY MEMBERS OF THE UNIVERSITY

All members enjoy the right to the fullest possible freedom of enquiry. In particular, this includes:

- the freedom to communicate in any reasonable way, and to discuss and explore any idea;
- the freedom to move about the University and to the reasonable use of the facilities of the University;

pages omitted 68 in kit

(f) "Tribunal" includes the University Tribunal and any other person or body established or authorized by the Governing Council to exercise disciplinary jurisdiction over members.

E. OFFENCES

1. In order to protect the integrity of the teaching, learning and evaluation processes of the University it shall be an offence for any member,

(a) knowingly:

(i) to use or possess unauthorized aids or obtain unauthorized assistance in any academic examination or term test or to use unauthorized aids or obtain unauthorized assistance in any other form of academic work;

(ii) to represent as that of the member in any academic work submitted for credit in a course or program of study any idea or expression of an idea of another;

(iii) to submit for credit in any course or program of study, without the knowledge and approval of the member to whom it is submitted, any academic work for which credit has previously been obtained or is being sought in another course or program of study in the University or elsewhere;

(iv) to submit for credit in any course or program of study any academic work containing a purported statement of fact or reference to a source which has been concocted.

(b) to the benefit or detriment of a member or former member:

(i) to evaluate academic work performed by the member for credit in a course or program of study by reference to any criterion that does not relate to the merit of the academic work or to the time within which the academic work is to be submitted or to the manner in which the academic work is to be performed; or

(ii) to evaluate an application by the member or former member for admission or transfer to a course or program of study by reference to any criterion that does not relate to the academic suitability of the applicant for the course or program of study; except that where a limitation on enrolment in the course or program of study exists, academically suitable candidates may be selected by duly established and published criteria.

(c) to forge or in any other way falsify any academic record of the University or of any academic division of the University or to forge or in any other way falsify any academic record of another educational institution used for the purposes of the University of Toronto, or to utter or make use of any such forged or falsified records; 70

(d) to remove books or other library material from a University library without proper authorization, to wilfully mutilate library material or misplace it, or in any other way wilfully to deprive other members of the University of the opportunity to have access to library resources.

2. In order to protect the integrity of the degrees, diplomas and certificates granted by the University, the Tribunal shall have power to recommend to the Governing Council the cancellation, recall or suspension of any degree, diploma or certificate obtained by any graduate who, while a member, committed any offence which if detected before the granting of the degree, diploma or certificate, would, in the judgment of the Tribunal, have resulted in a conviction and the application of a sanction sufficiently severe to lead to the loss of credit in any course or program of study pursued by that graduate so that the degree, diploma or certificate would not have been granted.

F. SANCTIONS 63

1. Subject to the provisions of section G hereof, the following sanctions, listed in order of increasing severity, may be imposed by the Tribunal upon conviction of any student of any offence:

(a) Caution;

(b) Censure;

**POLICY AND PROCEDURE MEMO**
McMASTER UNIVERSITY LIBRARY

| SUBJECT | McMaster<br>RESEARCH COLLECTIONS, USE OF |
|---|---|

| ISSUED BY | Charlotte Stewart |
|---|---|
| DISTRIBUTION | Staff of Division of Archives and Research Collections |

| EFFECTIVE DATE MO. | DAY | YR. | REV. NO. | REVISED DATE MO. | DAY | YR |
|---|---|---|---|---|---|---|
| 4 | 12 | 76 | | 12 | 3 | 79 |

The following policies relate to the materials housed in the Division of Archives and Research Collections, and the responsibilities of the staff members in respect of it:

I. USE OF MATERIAL

All material must remain at all times within the division, with the following exceptions:

a. material requested by I.L.L., or material for photocopying (see Para. III);
b. material required by a faculty member for classroom use;
c. material which may be reproduced in the A-V Department;
d. material which is requested by another library department (e.g. Technical Services, for re-cataloguing);
e. material required for divisional display purposes.

Material leaving the division under (a-e) above must do so with the approval of the appropriate section head, who will record the removal of the material in the appropriate manner (e.g. by placing a slip in the "outside circulation" file).

Reference Only

No material is available for circulation to the university at large. Any request outside the above exceptions should be referred to myself; in my absence, the appropriate section head shall have responsibility for any such decision.

A note must be made on the dummy etc. of the general condition of the material. The appropriate librarian must accompany any person taking material from the library to the invigilators' desk, and personally clear the material with the invigilators.

II. ACCESS TO COLLECTIONS

Security of the collections is of prime importance and as a result it is necessary to restrict access to stacks and Stor/Wal units.

Users of the collections should generally be restricted to the "public areas"; they should be discouraged from entering office areas in rooms 310 and 311.

Access to Room 309 and to individual Stor/Wal will be restricted to staff members only. Room 309 and the Stor/Wal units must be kept locked at all times. The keys for these areas must be replaced in the key cupboard immediately after they have been used.

| SPECIAL INSTRUCTIONS | APPROVED BY | PAGE |
|---|---|---|
| 64 | | 1 OF 4 |



L451:7/72

On infrequent occasions, users may request access to the stack area (Room 309). Permission to do so can be given only by the Director of Research Collections (or the Research Collections Librarian in her absence) and the Director will accompany the user into the stacks and remain with him at all times. Operations and Maintenance people should be accompanied when entering the stacks. It is appreciated that this policy could create a situation which must be tactfully handled.

III. PHOTOCOPYING OF DIVISIONAL MATERIAL

a. Photoduplication of materials within the division is done through our staff. Users are not allowed to make their own photocopies because of the possibility of loss and/or damage. The following procedure is to be used:

COPY
Reference Only

(i) Charge account copying
Members of the university community wishing to have work charged to a departmental or research account should complete a yellow photocopy work order form with their 10 digit account number. The procedure is then as for "Cash Copying."

(ii) Cash copying
Persons wishing to pay in cash for copying will pay when they collect their work.
The staff member on duty will:
a) record material to be copied on a yellow form with name of patron;
b) keep yellow form with book;
c) note return of book on Fortran coding sheet;
d) advise user of time when work may be collected (within 24 hours, or more quickly if there is only a small amount of material to be copied);
e) the material is taken to the Xerox room and copied by a member of Research Collections staff, being sure to note the number of pages copied, in charge book available;
f) bring completed work, with note of patron's name, and charge, up to division and place in lower drawer of reading room desk, ready for the patron.

NOTE: Users must not be directed to the Xerox room, nor must they accompany the staff member there. All transactions are done only with the staff of this division.

Money received for photocopying should be placed in the payment box in Mrs. Smith's desk.

(iii) Copying of manuscript material

Reproduction of manuscript material from the archive collections in the division must not be done without first checking the use permission form for the individual archive in order to ensure that the copyright owner has not restricted reproduction. If reproduction is not restricted through the copyright owner, then the patron must read and sign the "Application for Photocopying Privileges" form. The material requested will then be copied on overprinted paper, and lent to the patron for a research period, usually of one year, with the understanding that the copies must be returned at the end of that period. A user who questions this policy should be referred to the Division Director or the Research Collections Librarian.

COPY

Reference Only

IV. READING ROOM INVIGILATION

The staff member on duty in the reading room is responsible for the use of the material during her/his time of duty.

Responsibilities of the staff are:

(i) to remain in the reading room while material is being used by a patron (with the acknowledged exception of relief);

(ii) to ensure that all material is issued and returned correctly through the use of the Fortran coding sheet, and, when necessary, the "Application for the Use of Manuscripts," "Oral History Transcript Use Contract," and "Application for the use of the records of the Anglican Diocese of Niagara"'

(iii) to invigilate the use of the materials in accordance with the rules below;

(iv) to draw these rules to the attention of readers not familiar with them.

FORTRAN CODING SHEET

All relevant sections of this sheet should be filled in, for each item of the collection used by a patron.

APPLICATION FOR THE USE OF MANUSCRIPTS

The staff member on duty must check the use permission form for an archival collection when a patron wishes to use the material. The patron must read and sign an "Application for the use of Manuscripts" form before being given access to the collections.

**POLICY AND PROCEDURE MEMO**
McMASTER UNIVERSITY LIBRARY

SUBJECT: RESEARCH COLLECTIONS, USE OF

ISSUED BY: Charlotte Stewart

DISTRIBUTION: Staff of Division of Archives and Research Collections

| EFFECTIVE DATE | | | REV. NO. | REVISED DATE | | |
|---|---|---|---|---|---|---|
| MO. | DAY | YR. | | MO. | DAY | YR |
| 4 | 12 | 76 | | 12 | 3 | 79 |

ORAL HISTORY COLLECTION

A patron must read and sign an "Oral History Transcript Use Contract" before being given access to the tape collection.

ANGLICAN DIOCESE OF NIAGARA

A patron must fill in an application to use this collection. The Library will then contact the minister of the church concerned, and when the minister's approval has been received, the researcher will be allowed access to the church records. A researcher may be given preapproval access to the church records, at the discretion of the Research Collections Librarian.

IDENTIFICATION

All users should give proper identification on receipt of material. The following lists types of identification in order of preference:

1. University I.D. badge (McMaster, or other university)
2. Driver's licence (note operator number)
3. Major credit card (e.g. American Express, Chargex, etc. - note account number and issuing body).

If none of the above are available, refer to Research Collections Librarian or Division Director.

Copy
Reference Only

USE OF MATERIALS IN THE READING ROOM

1. Eating, drinking and smoking are not permitted in the reading room.
2. Users must provide identification to the attendant. Identification will be returned when the material in use has been returned in good order.
3. Pencil only must be used in making notes from material. Ink, ballpoint, felt-tip pens, etc. are not to be used.
4. Copying of materials in the Division is possible only through the attendant, from whom enquiries should be made.
5. Do not fold, or write on material.
6. Please keep the contents of a file in order.
7. The right is reserved to request persons not using divisional material to give up their reading space if it is required by a person wishing to consult material housed in this division.

The above policies are necessary for the preservation of our materials, and should be understood and politely, but effectively enforced at all times.

SPECIAL INSTRUCTIONS

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APPROVED BY

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L481:7/79.

## USE OF ITEMS IN RESEARCH COLLECTIONS

1. Items in these collections must not be removed from the Reading Room.
2. Researchers must provide identification to the attendant. The identification card will be returned when items in use are returned in good order.
3. **Pencil only** must be used in taking notes from material. Pencils are available from the attendant.
4. Care must be exercised in handling all materials: do not fold pages, write on them, or use material to support other books.
5. Please keep the contents of a file in order.
6. Briefcases and attache cases must be kept on the floor.
7. Reproduction of items is possible in some cases. Please consult the attendant.
8. Eating, drinking, and smoking are not permitted in this area.

BRIGHAM YOUNG UNIVERSITY

HAROLD B. LEE LIBRARY

# COLLECTION ANALYSIS PROJECT

## Final Report

Provo, Utah

September 1979

## Securjty Problems

Theft. The nature of this problem renders it incapable of close study. Routine locking of the loading dock doors and the locked windows should make the two main entrances the only possible focus for unauthorized removal of library materials. Since magnetized taping was begun in 1974, an estimated ninety percent of the frequently circulating materials have been treated.

Before the magnetic detection system was installed, at a cost of approximately $50,000, a five-year survey showed that of the books frequently circulating, some 27 percent were missing. Two separate studies showed that approximately 5,000 books were lost each year. Although using different methods and without strictly comparable results, a study of 9,000 volumes over a one-year period ending in March of 1979 indicated that less than one-half of one percent of the volumes were missing at the end of the twelve months of observation.

In March of 1979, library employees tested the detection system by randomly selecting volumes and walking through the exit scanners. Although no attempt was consciously made to "beat the system," about four percent of the 1700 "thefts" were successful.

A determined thief with any understanding of the system could almost certainly avoid detection. Many volumes are still not sensitized. In addition, since the machine cannot detect items held above neck level or below the knees, strategems like dropping a book or holding it above the head (yawning, waving, stretching, etc.) may be effective. Finally, the books may simply be relayed to a friend waiting on the other side of the entrance gates.

Loss of regularly checked out books is not a major problem. In March of 1979, for example, approximately 36,000 books were in circulation. Slightly over 10 percent (3,800) received overdue notices. Only 809 did not take advantage of the grace period and were ultimately fined. Over 90 percent of all fines were paid and only five books were actually lost.

Many books reported missing are hidden in the library by patrons to reserve them for later use. Hiding places are most commonly on shelves in other subject areas, on top of the stacks, or in some areas in the space between the bottom shelf and the floor. Most hidden books are usually not discovered until the shelves are read by the shelvers.

Mutilation. Mutilation of library materials usually takes the form of marking or removing pages. Although there are no overall statistics for the library, it is generally agreed that a significant problem exists with certain kinds of materials. Current periodicals and illustrated works in art and photography are hardest hit. In a recent survey of 500 volumes of art, some 10 percent of the works had articles or pages missing. Although this figure is certainly near

the outer limit for the collection as a whole, it gives some idea of the magnitude of the problem.

Two new problems of mutilation are the removal of magnetized strips by slitting open the spine of a book, and ripping the bar code labels from books prepared for the new computerized checkout system. The bar codes are apparently removed by patrons under the assumption that they are a part of the theft detection system.

The effect on mutilation from centralizing the photocopy machines in the Copy Center is not known. Although lack of ready access to a copy machine near the stacks areas may increase mutilation, the improved maintenance and shorter waiting lines should decrease the incentive to tear materials for study directly from the books.

Mishandling. Both patrons and staff cause significant damage to materials through mishandling. Major problems include placing books on the shelves improperly (oversized books, for instance, are usually placed with the fore-edge down, which can cause severe damage to bindings), dropping books, and improperly removing books from shelves. Bookdrops are also overloaded at some peak periods, resulting in considerable damage from attempts to jam in additional books.

According to the former centralized shelving manager, shelvers mishandle about thirty to fifty percent of all materials. In addition to the problems above, shelvers sometimes compress books together too tightly, making it difficult to remove a volume without damage. In addition, book carts are often badly loaded, allowing books to fall. An average of two or three books per month are recovered from the elevator shafts where they have fallen from shelving carts.

Accidents. Fortunately, the library has suffered no major loss through accident in recent years. The greatest potential for damage is water, and this is most likely to occur as a result of accident control rather than accident itself. There are no water pipes over the Special Collections area, since it is located in the older portion of the building, where only the culinary water system was left when the south addition to the building was constructed.

The fire control system in the vault uses helon gas triggered by smoke. A test conducted in 1976 demonstrated that any vault material stored directly in front of the gas system jet could be badly damaged by the blast, with progressively less damage to materials stored further away from the outlet. In addition, if the first range of shelves were to be toppled by the blast, the arrangement of the stacks could lead to a "domino effect." The stacks have been braced to reduce this possibility, and the shelves directly in front of the gas outlet are kept empty. This results in a waste of valuable space, and only reduces but does not eliminate the possibility of damage to materials. It is felt that realignment of the shelves to run parallel to the exhaust (east and west) would be advisable.

The heat-triggered sprinkler system in the newer half of the building is required by law. Unfortunately, it may cause more damage to library materials than the type of fire it is designed to extinguish. Some water leakage has already occurred, and the library lost thousands of dollars in employee time and reduced public service when a system malfunction necessitated the closing of the library for several hours last winter.

Additionally, it is possible that in a minor fire, considerable damage may be caused to library materials from the actions of the local fire department in extinguishing the blaze. At present, there is no procedure for liaison with the Provo Fire Department to minimize the possibility of such an incident.

Inadequate temperature and humidity control and other problems may also cause significant problems for maintenance of the collections. They are discussed in the Appendix, and will hopefully be the subject of further extended work in the process of developing an emergency conservation procedures document.

Current Procedures

Theft. Detecting and dealing with theft are two very different things. If a patron is detected by the library staff or equipment leaving with a book which is not checked out, little is--or can be--done. At present, there is no policy whatsoever for dealing with the situation. The person could simply plead absentmindedness, and little could be done to disprove the assertion. As a rule, names are not taken, and there is no procedure for informing University Security or Standards. Thus, there is little external deterrent from trying to circumvent the electronic system.

More importantly, personnel at the control desks are not able to adequately supervise the exits, nor are they formally trained to do so. Many attempts to evade the detectors can be caught if the personnel at the control desks take time to watch and know what they are looking for. Unfortunately, training currently consists of a briefing in theft prevention by the student supervisor, which may vary substantially in content and quality, depending on the time available and the inclination of the instructor. Additionally, most of the time of the checker is taken up with duties unrelated to the job of preventing theft. In general, control desk personnel consciously watch for theft for only twenty-five minutes out of every hour (from ten minutes before classes dismiss until five minutes after the next class begins.) It has also been observed that security on Sunday, when the library is open for genealogical patrons, is lax.

Hidden books are occasionally detected by shelvers in the process of normal reshelving. Call number orders of shelved books throughout the library must be verified at least yearly ("shelf reading"). The current policy, not always achieved, is to read the shelves at least twice annually. Heavily used areas are checked on a more regular basis. Mormon books are checked once a month, and art

books are checked about four times a year. Other areas could be targeted for special checks or more regular checks.

Mutilation. The primary method used to control mutilation is restriction of access to vulnerable materials. Virtually no mutilation is reported with Special Collections materials, for example. In the stacks, the locked case system also allows some control. The "Locked Case Policies and Procedures" establishes standards for determing what should be placed in secured areas, and how the materials are to be controlled.

In the Current Periodicals Reading Room, many problem titles are kept behind the desk. Although patrons must sign for these items, a thorough check for mutilation is not done each time they are returned. Based on relative popularity, a small percentage of the current periodicals titles have had magnetic theft detection tape inserted.

Mishandling. At this time, there is no system or procedure for educating either patrons or staff in the proper handling of library materials.

Accidents. There is no system or policy for dealing with accidents. Data collection and collation is in progress, however, and is summarized in the Appendix, p. 229.

Recommendations

1. Policy Formation.
   a. Extraneous duties should be removed from the staff at the control desks. Checkers should not be expected to do two jobs at once. In addition to this, the circulation department should initiate a general policy of hiring physically imposing individuals for this position, since physical intimidation must occasionally be used.
   b. The circulation department in conjunction with the library administration and in consultation with the university's legal staff and Security should draw up procedures to spell out the steps to be followed in dealing with attempts to evade the check-out procedures.
   c. The library administration should devise, in conjunction with the university administration, some policy that offers possible sanctions for faculty with overdue books. The public services committee has drafted recommendations in this area.
   d. The Circulation Department should study and implement a solution to the problem of bookdrop overloading.
   e. Certain parts of the "Locked Case Policy and Procedures" document are out-of-date. It is therefore recommended that the document be updated in a meeting involving

subject and technical services librarians. One suggested addition would be to specify that each locked case item be briefly examined with the patron before and after its use.

f. The library administration should work with local fire officials to establish procedures to minimize damage in the event of a fire at the library.

2. Personnel Needs.

a. The centralized shelving manager should be budgeted funds to increase shelf reading frequency in high use areas.

b. The hiring of an employee to deter mutilation of library materials should be considered. The relatively concentrated nature of the worst mutilation might make this a viable method of control. This position could be combined with the floorwalker to deter consumption of food items in the stacks recommended earlier.

3. Education and Training Staff and Patrons.

a. A more comprehensive system of instructing exit control checkers should be implemented by the Circulation Department.

b. The "Shelving Manual" should be amended by the centralized shelving manager to include information on procedures for safely shelving books and loading carts.

c. In addition to informing patrons of the purpose of the bar code so that it is not ripped out of books, patrons could be taught the proper methods of removing books from the stacks, of placing volumes on the yellow shelves, and proper methods for Xeroxing books without damaging the spine. This would seem possible for the reference department to integrate into the current library tour required for basic English courses.

## SUMMARY OF RECOMMENDATIONS

1. Policy Formation

The library administration should establish a permanent conservation committee, meeting on a regular basis and chaired by the conservator, with representatives from the library administration, Special Collections, and the various subject areas. Its purpose would be to develop and implement policies relating to the physical maintenance of the collections. It would have responsibility for a number of projects and programs, including but not limited to:

a. An emergency procedures manual for the salvage of damaged library materials with particular attention to potential water damage.

b. A policy for an optimum conservation/study environment, including an effective monitoring system for temperature and humidity.

c. A cooperative conservation agreement with other institutions.

d. A preservation microfilming policy

e. An outline of conservation priorities.

f. A conservation education program for staff and patrons.

g. A weeding policy to remove unneeded materials from the collection.

h. A policy for binding or its alternative.

2. Space Needs

The library administration should prepare for the immediate, short-term, and ultimate space needs of the library as follows:

a. For immediate needs, library administrators must find additional space by 1983 for Documents and Maps, Special Collections, and Archives and Manuscripts. The requests for map cases submitted in the five-year plan for the Documents and Maps area must be provided in the budget years requested.

b. For short-term needs, library administrators should work with the university administration to establish a firm timetable for relocation of non-library departments currently in the building.

c. For intermediate and long-term needs, library administrators should encourage the planning of a book tower adjacent to the present building for 1990. If the book tower is not constructed by this time, a compact storage warehouse should be located as near campus as is economically feasible. Careful study and planning would be essential to determine the best methods of selecting, arranging, shelving, and retrieving stored materials.

3. Continuing Study

Alternative use of space and information-storing media should be studied on a continuing basis by appropriate library personnel:

a. All library departments should study their growth trends and assess the floor space and shelving or storage equipment required both at present and in the future.

b. To optimize space gained when non-library departments are relocated, serious study by the library administration should be conducted to determine appropriate redesign of areas affected by their removal.

c. Selectors and library administrators in the library collection development program should implement a continuing program of study and evaluation of alternative media, as well as acquiring alternative materials as cost-benefit calculations favor their use.

4. Preventive Maintenance

A broad program of preventive maintenance, including such activities as the following, should be conducted by the appropriate personnel:

a. The "Shelving Manual" should be amended by the centralized shelving manager to include information on procedures for safely shelving books and loading carts.

b. In addition to informing patrons of the purpose of the bar code so that it is not ripped out of books, patrons could be taught the proper methods of removing books from shelves, of placing volumes on the sorting shelves, and for duplicating books without damaging the spines. This would seem possible for the reference department to integrate into the current library tour required for basic English courses.

c. Directed by the conservation committee, ultraviolet filters should be replaced or installed immediately in Special Collections and throughout the library on a phased program. Humidity and temperature monitoring equipment is also needed for these areas, along with improved air filtration. The purchase of a portable, climate-controlled film storage cabinet should be investigated as well.

d. Personnel should be hired to implement a regular dusting and oiling program for the open stacks and Special Collections. Preferably, these personnel should be responsible to and directed by the conservator.

e. Hours for additional student personnel should be budgeted for cleaning and maintaining microfilm.

f. The library administration, in conjunction with the circulation department, should study and implement a solution to the damage caused in overloaded book drops.

g. The Catalog Department should enforce the size designation for quarto volumes so that no oversized books are sent to regular shelves where they cannot be properly stored. Those books already housed in the wrong areas should be reclassed and assigned to quarto shelving.

h. The conservator, the assistant to the director for business operations, and the associate director of libraries should cooperate to assure that folio materials are repaired and shelving purchased which will allow folios to be shelved flat rather than standing up. Wider aisles must be provided for folio shelving to allow books to be retrieved from their slots.

i. The Archives and Manuscripts division should be budgeted funds to purchase or construct boxes for the library's archival collection of phonograph recordings.

5. Monitoring

The library's collections should be further safeguarded against theft, mutilation, and vermin through an expanded monitoring system to be implemented by the appropriate individuals.

a. The Circulation Department in conjunction with the library administration and the university's legal staff and Security should draw up procedures to spell out the steps to be followed in dealing with attempts to evade the check-out procedures.

b. A more comprehensive system of instructing exit control checkers should be implemented by the Circulation Department.

c. Extraneous duties should be removed from the staff at the exit control desks. The circulation department should also initiate a general policy of hiring physically imposing individuals for this position, since physical intimidation must occasionally be used.

d. The centralized shelving manager should be budgeted funds to increase shelf reading frequency in high use areas, returning books to their proper shelves more often.

e. The "Locked Case Policy and Procedures" statement should be updated in a meeting involving subject and technical services librarians. One suggested addition would be to specify that each locked case item be briefly examined with the patron before and after its use.

f. The library administration should devise, in conjunction with the university administration, some policy that offers possible sanctions for faculty with overdue books. The public services committee has drafted recommendations in this area.

g. The conservator should be budgeted funds to hire student floorwalkers as a psychological deterrent to book mutilation and food consumption in the stacks by patrons. This need not be done at all hours of the day to be effective.

6. Personnel Adjustments

The library administration should investigate the possibility of making adjustments in personnel which will support collection maintenance interests without incurring the need for major additional funds from the university:

a. Establish a one- or two-year internship program in conservation of library and archival materials to provide more qualified, dependable support in the conservation area, as well as increase the university's and the library's prestige.

b. Gradually shift the general repairs area, from a large student force to a small (four or five person) full-time paraprofessional work force with two student assistants. The present supervisor should be given an administrative position and charged with staff training and the supervision of the repair area.

c. Provide the Union Pacific Micrographics Center a full-time secretary/assistant because of the critical backlog of projects. This person could keep office files orderly, handle patron requests, and assist in processing film. It is recommended that this person be paid from "soft money," i.e. funds paid by university departments utilizing micrographic services.

d. Transfer and increase student hours to support the positions requested above for

(1) Oiling leather bindings and dusting shelves.

(2) Cleaning microfilm.

(3) Floorwalkers.

UNIVERSITY OF ILLINOIS LIBRARY AT URBANA-CHAMPAIGN

Collection Analysis Project

# REPORT OF THE TASK FORCE ON PRESERVATION

September, 1980

Submitted to the CAP Study Team by:

Mardelle Austin
Jane Gammon
William Henderson
Susan Hill
Dee Wallace
Jean Geil, chair

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LIBRARY SECURITY

Although the University of Illinois probably has less of a problem with theft, mutilation, and vandalism than do comparable sized institutions in larger metropolitan areas, the telephone survey of May-July, 1980 points nonetheless to several distinct areas of concern.

General services units which serve the campus at large (Stacks, Reference, and the Undergraduate Library) seem to be particularly hard hit. However, departmental libraries which serve rather specialized clientèles are by no means immune to problems of this type. Smaller units, such as Classics and Chemistry, indicated that their level of staffing does not permit an adequate degree of supervision, particularly on evenings and weekends. Similar problems were reported by personnel of the Communications, Law, Map and Geography, English, and Library Science libraries, whose problems are compounded by a physical lay-out consisting of multiple levels or a series of separate rooms.

Security in the Mathematics Library is compromised by an open balcony surrounding the circulation area. Gum wrappers, cigarette ashes, and other miscellaneous trash are tossed into the library by passersby on the upper level. An unextinguished cigarette tossed carelessly into the Mathematics Library after closing might conceivably touch off a serious conflagration. Upon at least one occasion unauthorized entry was made from the balcony level after the library was closed.

At present, most of what can be reported concerning theft of library materials consists of general perceptions on the part of personnel. A more precise description of the problem is severely hampered by a lack of systematic inventories. The Commerce Library, however, which is one of the few units which does attempt a complete annual inventory, reports that several hundred books (out of a total collection of approximately 30,000) are declared missing each year.

"Unofficial borrowing" takes place on a regular basis in some units, with the Reference Room being perhaps the prime target for this type of activity. Unfortunately, it is the most heavily used items (including single volumes of encyclopedia sets) which seem to disappear with the

greatest frequency; but many such missing items eventually turn up again. The Applied Life Studies Library loses reserve books with some regularity, due in part to the fact that there is no effective barrier between the reserve shelves and the library door. Many of these items likewise represent only temporary losses.

Considering the Library system as a whole, mutilation does not seem to be as chronic a problem as theft. Regarding General Services units in particular, however, mutilation takes on somewhat more alarming aspects. The Undergraduate Library experienced difficulties serious enough in recent years to prompt a reorganization of the serials reading area to insure an appropriate level of staff supervision. Within the past few months a distressing degree of mutilation has become evident in respect to general stacks materials, involving early nineteenth century illustrations. Scattered problems exist in a few other units. The Music Library has noted instances of mutilation by well-intentioned readers whose efforts have been directed toward correcting suspected errors on record jackets, in books, journals, and even on catalog cards.

The risk of mutilation may be compounded by the manner in which term papers are assigned. For example, upon at least one occasion students have been requested to submit illustrations with their papers, which resulted in one or more examples being snipped out of library books. Upon another occasion, an assignment required each of about 300 undergraduates to gain access to a single book. Theft or mutilation in such cases, though completely inexcusable, may result from a state of sheer desperation on the part of the students involved. Problems of this sort should be avoidable if cooperation can be encouraged on the part of faculty teaching undergraduate courses with large enrollments.

Serious vandalism of library property or materials has occurred only on a very occasional basis, the most notable example being the destruction of portions of the University Library's shelf list during academic year 1968-1969. The vulnerability of outdoor book return units to vandalism has been previously noted.

In the Main Library building, the Rare Book Room is the only department equipped with an alarm system as well as sonar sensors to detect unauthorized entry. Other areas are not especially well protected; even locked areas of the general stacks are not all that secure. In the Stacks, security is viewed as a problem not only in respect to library materials, but also as a matter involving the safety of library personnel. A close degree of supervision is clearly impossible under present staffing levels. (Similar expressions of concern for personnel safety were voiced by librarians of departmental units located in less heavily trafficed areas of the Main Library building, such as the fourth floor).

An additional security problem of the general stacks involves eighteenth century and other items which, though unique and in many instances rather valuable, nonetheless either do not meet the criteria for inclusion in the Rare Book Room stack area, or have not been identified as such. Until recently these items were on open shelves and circulated normally, unless alert circulation personnel were to question in specific instances the advisability of charging out individual items. Since the development of the automated circulation system, stacks personnel and dedicated volunteers from the Library Friends group have made a particular effort to identify materials in need of special protection due to factors such as age, condition, or intrinsic value; these items are either being transferred to locked areas within the general stacks, or are indicated as non-circulating on computer records. These actions should help to a degree to curb the type of theft and mutilation problems described above. Since, however, space is at something of a premium in the Rare Book stacks, Closed Stacks, and other locked areas, the risk will remain that valuable and unique items may continue to disappear as a result of systematic and selective thievery by anonymous and unscrupulous bibliophiles.

In view of heightened interest in security problems as they relate to eighteenth and nineteenth century Stacks materials, or other items which do not meet the present criteria for inclusion in the Rare Book Room, we recommend that a committee be established to review system-wide the criteria for locating materials in protected stacks, and to propose improvements in

security for such areas. We feel that rare materials exist in protected areas of some departmental libraries where security is inadequate both from the standpoint of vulnerability to theft as well as risk of damage from flooding or other potential disasters; such items should be identified and, if possible, transferred to the Rare Book stacks.

In view of generally crowded conditions, the fact that security is viewed by Circulation personnel as a major problem, and the fact that increased levels of staffing may not be economically feasible at the present time, this task force recommends against relaxing the present policy of restricting undergraduate and general access to the Main Library stacks.

Policies and procedures which weaken library security have been grouped by Richard W. Boss into ten areas.[1] It may be a useful exercise to examine each of his categories in respect to security within the University of Illinois Library system:

(1) Access: Evening and weekend hours are reasonably liberal in intensively used units, thus discouraging to some degree "unofficial borrowing" by "desperate" clients. Funding for personnel, particularly for hourly student assistants, needs to be kept at appropriate levels to maintain these hours and to provide for adequate monitoring.

(2) Keys: Keys to the Main Library building are issued to Library faculty and to selected nonacademic employees. Locks are changed if keys are reported lost or in response to suspicious circumstances. Security is difficult in the Main Library due to the fact that the building has so many external doors. Key control in certain departmental libraries is considerably less strict than that for the Main Library building.

(3) Exit control: Turnstiles have been installed at the University of Illinois only in units with moderate to heavy use. Security is not always enforced conscientiously or consistently. At best, only a token search is undertaken insofar as attendants usually do not check purses or attempt to ascertain if library materials are being smuggled out under coats or sweaters. Many employees feel insecure about being very assertive about searching.

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[1] Richard W. Boss, "The Library Security Myth," Library Journal, vol. 107, no. 6 (March 15, 1980) p. 683.

(4) Unauthorized possession/occupancy: The Preservation Task Force is unaware of any written policy statement applicable to the Library system as a whole pertaining to the discovery of a person with library materials not properly charged out, or an unauthorized individual found in a library after closing hours. In most instances, initiation of formal action in respect to offenses of these types is left to the discretion of the department head.

(5) Rules and statutes: Theft and mutilation of library materials are considered serious offenses in the Code on Campus Affairs and Regulations Applying to All Students.[1] The enforcing of disciplinary measures in the case of infringement can sometimes be difficult, however.

(6) Property marking: Thrcugh 1979, all fully-cataloged materials were clearly identified as belonging to the University of Illinois Library. All items were adequately marked as part of routine processing in the Binding Division. Edge stamping has been a routine procedure in Binding for the past several years; since, however, the practice was started only comparatively recently, most items within University Library collections are not so marked. Traditionally, the shelf number and location were noted by catalogers on the page following the title page, while the cover or spine as well as any loose inserts or supplementary parts were marked as a part of binding preparation.

Paperback items which have been sent to departmental libraries directly from cataloging, without preliminary binding, are marked in a manner similar to serial issues; i.e., the shelf number and location appear on pressure sensitive labels on the front cover, but usually no other identifying marks appear.

Microform materials present difficulties in marking. Ownership designations appear on the backs of microcards, on microfiche envelopes, and on microfilm boxes. Se-Lin labels are affixed to microfilm leader; this practice, however, may be somewhat questionable in that the labels introduce a foreign substance into close proximity with the microfilm, which fact may possibly have adverse effects over the long term.

(7) Loans and renewals: Generally speaking, loan periods are adequate. Periodicals may be more vulnerable than other materials, due to restrictions or to shorter loan periods; the easy availability of photocopy machines, however, mitigates this threat to some extent.

(8) Circulation systems: University identification cards or library permits are required for most library loans which are transacted in person. To date, remote or telephone charges have apparently been subjected to little or no abuse.

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[1] Code on Campus Affairs and Regulations Applying to All Students (Urbana, University of Illinois at Urbana-Champaign, 1979) p. 89.

(9) Photocopying: More coin-operated copiers would be helpful, as well as more change machines. Particular attention should be directed to the need for additional copiers in areas where mutilation has been a problem, such as the Undergraduate Library.

(10) Termination: All library permits and all official University identification cards are terminated on an annual basis. The circulation system's data base is updated annually to reflect changes in patron status.

In considering the policy and procedural areas outlined above, the University of Illinois Library system must be judged as fairly adequate in some respects. Other areas could stand improvement. Further attention might well be directed to key policies (no. 2); exit control (no. 3), with consideration being given to the installation of electronic security systems; disciplinary practices and policy matters mentioned under nos. 4 and 5; property marking (no. 6); and the need for additional photocopiers (no. 9). Of these issues (not all of which are reflected in our formal recommendations), the matter of inadequate property marking causes the Preservation Task Force members the most concern, as well as the fact that disciplinary measures are not always strictly enforced. We also feel that, in the case of out-of-print items, lost book charges should reflect as closely as possible the value of the missing items. As of now, the comparatively low lost book charges (based upon filming costs plus processing fees) may actually encourage loss.

Electronic security systems have proved successful in cutting loss rates in a number of American college and university libraries. If the necessary funds can be raised, electronic security systems will probably be installed at some future date in the Undergraduate Library and in selected departmental units at the University of Illinois. Detection markers have already been affixed to Law Library holdings in conjunction with that department's reclassification project.

An electronic security system which was installed at the University of Pennsylvania in 1974 has been shown to have reduced the loss rate of recently received items by 55 per cent and to have reduced the overall collection loss rate by 39 per cent. It was anticipated that, in terms of

benefits received, the system would have paid for itself by 38 months after installation.[1] In addition to economic benefits, libraries have reported savings in staff time, reduction of personnel costs, more impersonal and efficient exit checking, improved client satisfaction, and better public relations.[2]

In this section of the Preservation Task Force report, it has been possible only to highlight the topic of library security at the University of Illinois. More precise information is required. The Preservation Task Force recommends that a Library staff member or committee be appointed to consider the following:

(1) The advisability of doing a sample study in selected Library units of recently-received items (e.g., items acquired within the past five years) in order to gain a more exact impression of the extent of the security problem throughout the system; special attention might also be directed, in the same or separate studies, to problems involving pre-1850 items, books with engravings or colored plates, and materials which are sensitive due to topic or format.

(2) Developing methods of evaluating the effectiveness of electronic security systems in the departmental units in which they are to be installed.

(3) Means by which security might be enhanced within the Main Library building as a whole, with particular attention to the question of whether security systems or exit checks should be installed at building entrances or at individual charging points.

The latter question has been under investigation for some time. Further attention may prove fruitful, however, particularly in light of the possibility of installing electronic systems. Consideration might be given to retaining a security consultant.

Recommendations

Short-range recommendations on pages 75-76 which pertain to library security include soliciting cooperation from faculty (no. 5b); stricter

[1] Association of Research Libraries/Office of Management Studies, Systems and Procedures Exchange Center Kit no. 37 (1977).

[2] Association of Research Libraries/Office of Management Studies, Systems and Procedures Exchange Center Kit no. 37 (SPEC Flyer, Oct., 1977).

attention to property marking (no. 3a); an examination of criteria for locating materials in restricted areas, together with related security considerations (no. 3b); and investigating the need for additional photocopiers (no. 3c). Recommendation no. 5a, involving launching a major public relations campaign on campus, also has implications in respect to library security, as does the question concerning outdoor book returns (no. 6a).

Medium-range recommendations include the elimination of architectural problems and attention to related security concerns in departmental libraries (no. 11a); a study of the implications of installing electronic security systems in the Library system, together with an assessment of security problems in general (no. 11b), and transferral of rare or valuable materials to restricted stack areas (no. 11c). A long-range recommendation (no. 21) involves the actual installation of electronic systems in various libraries, and enhancing security in general within the Main Library building.

RECOMMENDATIONS

Page numbers in brackets refer to more detailed discussion in the previous sections of the report.

Short-range

1. As collections expand, take the following steps to minimize crowding:

   a. Secure additional remote storage areas or expand the storage capacity of the present facility to provide space for at least three years' growth. (Target date: January, 1981) [p. 14-15]

   b. Implement improvements in procedures for selecting items for remote storage, while establishing channels to foster communication with faculty and other users in respect to remote storage. (Target date: January, 1981) [p. 15]

   c. Prepare recommendations for all Library units concerning present and anticipated future requirements for shelving and storage equipment; establish procedures for obtaining needed equipment on a regular basis to fill anticipated annual needs. (Target date: August, 1981) [p. 13, 55]

2. Promote future improvements in environmental conditions in University Library facilities.

   a. Reapply to campus authorities for an exemption for Library stack areas from compliance with the national energy conservation temperature guidelines. (Target date: March, 1981) [p. 10]

   b. Establish policies and procedures for monitoring temperature and humidity levels in all University Library facilities. (Target date: May, 1981) [p. 10-11]

   c. Obtain permission, if possible, for present Library air-conditioning equipment to be utilized to the fullest possible extent to insure constant, year-round, 24-hours-a-day maintenance of improved environmental conditions. (Target date: May, 1981) [p. 10-11]

* 3. Enhance library security and minimize risk of extensive damage to library materials in the event of disasters.

   a. Reestablish firm policies for placing ownership designation on all Library materials (except items in Rare Book Room or other restricted areas). (Target date: January, 1981) [p. 27]

   b. Examine the present criteria for locating materials in the Rare Book Room, make revisions as necessary, develop guidelines as needed for storage of and access to materials in other restricted areas of the Main Library and in outlying departments, and suggest ways in which security in such areas might be enhanced. (Target date: June, 1981) [p. 25-26]

   c. Investigate the potential need for and appropriate locations of additional photocopy machines. (Target date: May, 1981) [p. 28]

   d. Implement a Library-wide disaster plan. (Target date: January, 1981) [p. 72]

   e. Evaluate the Main Library building in respect to fire safety, with particular regard to the elimination of any potential hazards. (Target date: May, 1981) [p. 72-73]

Short-range (continued)

4. Establish an in-house program to educate and inform Library personnel as to matters relating to library preservation.

a. The Preservation Committee should complete and distribute within the Library copies of the Preservation Handbook.
(Target date: December, 1981) [p. 2, 5, 45]

b. Approaches should be set up by the Preservation Committee to monitor ongoing technological developments in respect to videodiscs, deacidification, digital disk storage, as well as other areas of library preservation, and report periodically to Library faculty and staff.
(Target date: July, 1981) [p. 21-22, 44, 66-67]

c. A series of workshops should be sponsored by the Preservation Committee for Library personnel including the following topics and others of general interest:

(1) Handling, use, and maintenance of books and pamphlets, including appropriate copying procedures.
(2) Handling, use, and maintenance of microfilm, other non-book materials, and related equipment.
(3) Binding choices and alternatives; scope of operations of the Library's Binding Division.
(4) Conservation techniques for non-specialists.
(5) National and regional developments in the area of library preservation.
(6) Staff orientation to disaster plan.

(Target date: Jan.-Dec., 1981) [p.21-22, 41, 51, 68]

5. Take steps to enhance faculty and other users' understanding of library preservation.

a. Launch a major public relations campaign on campus to encourage respect for and appropriate care of library materials.
(Target date: September, 1981) [p. 22]

b. Faculty teaching large undergraduate classes should be contacted to suggest ways in which assignments might be made so as to minimize wear and risk to library materials.
(Target date: March, 1981) [p. 24]

6. Address the following concerns in respect to circulation, handling, and use of library materials:

a. Evaluate the extent to which outdoor book returns may constitute a hazard to library materials; recommend policy or procedural changes as necessary in respect to the use of outdoor book returns and/or other book return systems.
(Target date: August, 1981) [p. 20-21]

b. Furnish all Library units with plastic bags to protect books charged out during inclement weather.
(Target date: March, 1981) [p. 21]

Short-range (continued)

7. Address the following matters in respect to binding and processing Library materials:

a. Formulate policies and procedures for utilizing less expensive classes of binding, taking into consideration specific recommendations of public service librarians.
(Target date: March, 1981) [p. 38, 41]

b. Begin utilizing permanent/durable paper for all forms and streamers designed to remain permanently in library materials.
(Target date: March, 1981) [p. 21]

c. Begin using acid-free pressboard for pam binding.
(Target date: March, 1981) [p. 39]

d. A committee consisting of the heads of Binding and Circulation, plus others as appointed by the University Librarian, should investigate ways to enhance a steady flow of work through the Binding Division, review the decision-making process in respect to sending materials to Binding, establish binding priorities as to current and retrospective materials, review the efficacy of the policy of not binding paperback items prior to distribution to public service units, and address related concerns.
(Target date: April, 1981) [p. 40-41]

Medium-range

8. Obtain additional space for immediate expansion needs, while formulating plans for future requirements.

a. The Sixth Stack Addition must be erected. [p. 14]

b. Plans must be underway during the period 1981-1985 for additional stack space, through erection of subsequent stack additions and/or a new special collections building. [p. 18]

c. Plan phase-out procedures for remote storage and/or consider the implications of remote storage for the period after the Sixth Stack Addition has been completed. [p. 16]

9. Install ultraviolet shielding devices in all Library stack areas in which rare or restricted collections are housed; establish a program whereby all fluorescent fixtures in Library facilities will eventually be appropriately equipped. [p. 9-10]

10. Develop minimum standards for new Library facilities, to insure appropriate security, protection from potential fire and water hazards, as well as adequate environmental controls. [p. 11, 73]

* 11. Library security should be enhanced by the following actions:

a. Upgrade security in problem departments by eliminating architectural problems, installing turnstiles where appropriate, and increasing surveillance. [p. 23-24]

Medium-range (continued)

* b. Investigate the potential effectiveness of installing electronic security systems in University Library units, including the planning of preliminary studies on the extent of security problems within the Library, developing evaluation methods, and considering in particular the security requirements of the Main Library building; request the advice and assistance of a security consultant, if necessary. [p. 29]

* c. Stacks personnel, with assistance from Library Friends and others, should complete the project of identifying and according special protection to rare and valuable items in the general stacks; similar projects should be completed in departmental libraries holding significant quantities of valuable or special materials. [p. 25-26]

12. Complete the following studies in the Binding Division:

a. Evaluate cost effectiveness of cheaper binding alternatives, including consideration of administrative costs. [p. 38]

b. Designate serials in newspaper format which might be considered for preservation in microform rather than in hard copy; gather information from departmental librarians as to additional serial titles which might be purchased from commercial sources in microform as an alternative to binding. [p. 39]

13. A system-wide study of the handling and transporting of library materials should be organized and directed by the Preservation Committee. [p. 19-20]

14. A preservation policy statement should be developed addressing non-print media as well as traditional materials, including guidelines as to preservation treatments which are to be applied via centralized, system-wide approaches, as opposed to those which may appropriately be handled within individual departments. [p. 33, 68-70]

15. Upgrade conservation (restoration) programs system-wide, including non-book materials; purchase first-priority equipment listed on page 49. [Conservation Unit, p.46-53; Non-book materials, p.54-71]

16. Establish a small ready-reference collection within the Conservation Unit. [p. 51]

17. Upgrade conditions of storage and use for non-book materials.

a. Evaluate microform reading or copying equipment and maintenance programs throughout the Library in the light of preservation considerations. [p. 56]

b. Secure the services of a recordings consultant to study storage conditions, routine maintenance, and patron access to recordings throughout the system, as well as to consider the quality and maintenance of playback equipment. [p. 66]

c. Upgrade storage conditions for certain special collections of non-ephemeral pamphlet materials throughout the system. [p. 67]

Long-range

18. Expand Library facilities to provide storage for approximately 9,800,000 volumes by the year 2000. [p. 18]

19. Arrange for all areas in which Library materials are stored to be air-conditioned and humidity controlled, 24 hours per day. [p. 10]

20. Bring all University Library units into compliance with minimum standards (refer to recommendation no. 10); this may necessitate relocating several units in which environmental and risk factors are particularly urgent. [p. 11]

✱ 21. Install electronic security systems in Law, Undergraduate Library, and several of the larger departmental libraries; take appropriate action in regard to enhancing security throughout the Main Library. [p.28-29]

22. Develop programs and policies for the mass deacidification of Library materials, including a systematic retrospective program as well as routine measures for recently received materials. [p. 41-44]

23. Establish a model conservation laboratory incorporating appropriate provisions for health, safety and efficiency, for treatment of University Library materials and possibly for handling work from other institutions. [p. 47-50, 52-53]

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